IDSS User Manual 2011

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IDSS 2011

What's New in IDSS?

- Updated the Attestation Process
  - Added a "Draft" watermark to an unsigned, unmarked attestation (**page 19**)
  - Changed the Public Report Status selection process (**page 20**)
- Added the ability to view User Roles from the Organization and User Management Tools (**pages 8 & 14**)
- Redesigned the **Audit Review Table (ART)**
  - Added a new error message for NB selection with loaded data (**page 48**)
  - All measures can be viewed when the **ART** is opened
- Changed **ART** default comments for NR Medicaid only product line (**page 37**)
- Moved the HELP section from the Home page to the **My NCQA** page
- Added a email notification once the Audit Lock is applied.(auditor,admin and user)
- Replaced PDF Final report with data filled Excel workbook.

IDSS Overview

The NCQA Interactive Data Submission System (IDSS) is a Web-based tool used by health care plans to submit HEDIS data.

Each plan-specific IDSS contains information from the *Submission Request* section of the annual Healthcare Organization Questionnaire (HOQ). The IDSS is product-specific to the lines of business defined by HEDIS 2011 Technical Specifications Volume 2 (e.g., commercial, Medicaid, Medicare). Commercial and Medicaid data are due by 11:59 p.m. Eastern time on June 15; Medicare data are due by 11:59 p.m. Eastern time on June 30. The *Attestation of Accuracy and Public Reporting Authorization* and *Data Use Agreement* (Attestation) is also due on the dates for all submissions.

Each submission type contains three basic data-entry screens

- **Plan Description Screen.** General organization information, including contact names
- **Measure Worksheets.** Data entry screens for specific HEDIS measures
- **Audit Review Table.** Measure selection and audit information for each measure

This manual follows the general order of tasks for setting up a submission, selecting measures, entering or uploading data and locking the tool for submission.

System Requirements

Your computer must meet the following minimum system requirements:

- Internet Explorer 6.0 or higher (128-bit cipher)
- Internet service provider
- Active e-mail account

Audited Data

HEDIS data helps NCQA researchers assess the state of managed care and combined with information about data collection methods, the results help NCQA develop and improve HEDIS measures. Audited HEDIS results sent to NCQA are included in a database of performance information and are used for internal publications and projects like the following:

- Reporting performance in the *State of Health Care Quality Report, Quality Compass* and *NCQA Health Plan Ranking*
- Health care performance and measurement research
- Developing regional and national means, percentiles and eligible population ratios
- Special projects (authorized by participating organizations)
- Accreditation scoring for scheduled surveys
- Accreditation upgrades

NCQA also uses the data for projects with other groups. The Centers for Medicare & Medicaid Services (CMS) contracts with NCQA to collect summary HEDIS data for Medicare members. According to CMS regulations, Medicare Advantage (MA) plans and Special Needs Plans (SNP) must send their audited Medicare HEDIS results to NCQA. NCQA aggregates the results and sends them to CMS for publication.

The Office of Personnel Management (OPM) contracts with NCQA to collect commercial and PPO HEDIS data, and NCQA collects Medicaid HEDIS data on behalf of state agencies. NCQA does not publish plan-specific results unless authorized by the plan; however, data are sent to the authorizing agencies. Aggregate analyses of Medicare and Medicaid data are published by NCQA.

Unaudited Submissions

In special projects, unaudited data are collected as part of the NCQA HEDIS Data Collection Service and are not used for general statistics or benchmarks, *Quality Compass*, accreditation or any purpose other than the special project (e.g., data collected on behalf of a state that does not require audited data). In these cases, NCQA provides an IDSS submission tool that allows access to all HEDIS measures without the audit requirements.

If you submit data for reporting to a state agency or other party, and you are not undergoing an NCQA HEDIS Compliance Audit™, verify that your IDSS tool for that submission does not have an Audit Review Table.

All Submissions

No data are used for any purpose without a signed Attestation of Accuracy and Public Reporting Authorization and Data Use Agreement. Attestations and instructions are available in the IDSS.

Refer to *Management Tasks, Attestation* and *Other Tools and Hints* for more information.

Logging On

Note: *This manual assumes that you have completed the HOQ process and have access to IDSS.*

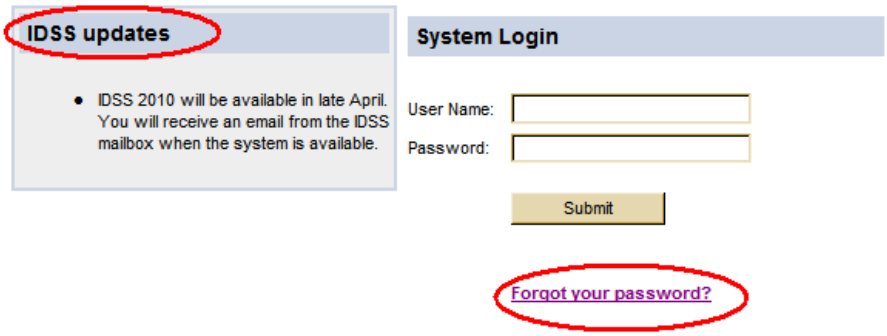
Step 1 Go to the **IDSS System Login** screen at http://idss.ncqa.org.

Step 2 Your user name is your e-mail address; enter it in the **User Name** box.

Retrieve Your Password

Step 1 First-time Primary HEDIS contacts ("Organization Administrators") are assigned a password.

Step 2 If this is your first time logging on or you do not remember your password, click **Forgot your password?** The **Retrieve your user password** screen will display.

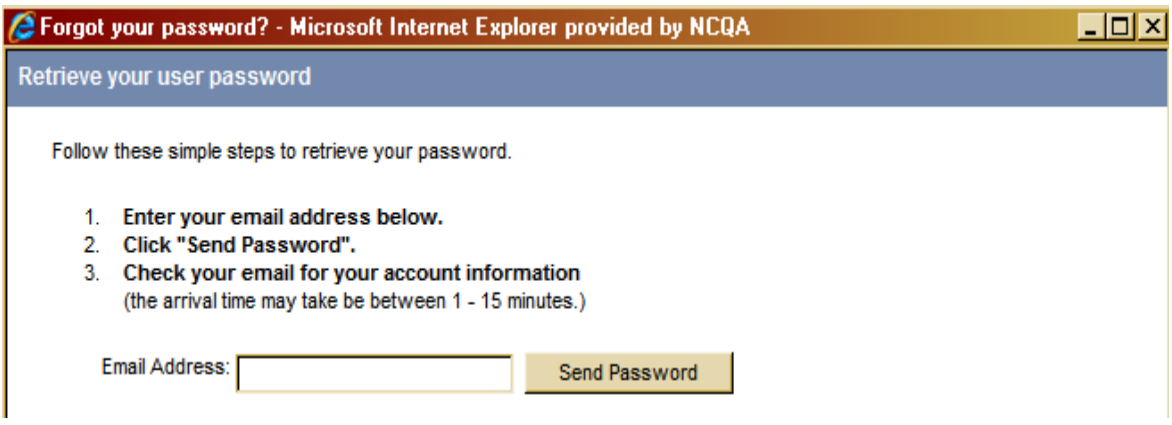

IDSS updates
IDSS 2010 will be available in late April. You will receive an email from the IDSS mailbox when the system is available.
System Login
User Name:
Password:
Submit
Forgot your password?

IDSS Updates/Message Board: *Check for important updates and information.*

Step 3 Type the e-mail address and click **Send Password**.

The message "*email has been sent"* appears on the screen. Your password will be sent to the e-mail address you entered.

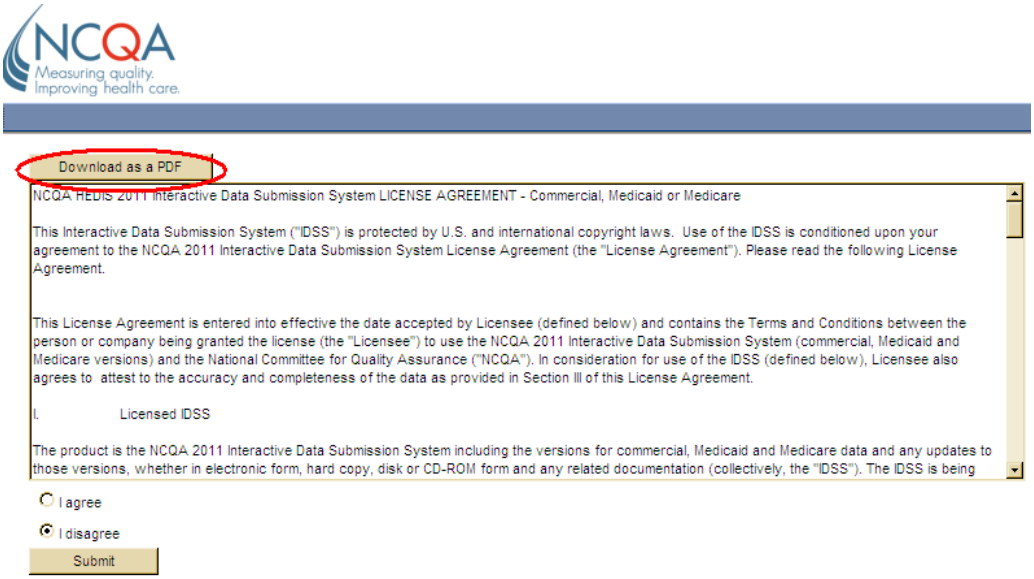
Note: *If you receive the message "**Email not found**," you have not been assigned a user ID and password. HEDIS Primary Contacts will need to contact their NCQA Account Manager. If you are not the HEDIS Primary Contact, you must coordinate with the Primary Contact to get access to the appropriate organizations.*


Forgot your password? - Microsoft Internet Explorer provided by NCQA
Retrieve your user password
Follow these simple steps to retrieve your password.
1. Enter your email address below.
2. Click "Send Password".
3. Check your email for your account information
(the arrival time may take be between 1 - 15 minutes.)
Email Address:
Send Password

Step 4 On the next screen, click **[close this window]** to return to the **System Login** screen.

License Agreement

The License Agreement appears immediately after the **Login** screen. You must agree to the license to gain access to the tool, and you must click "I agree" at each session. The license Agreement can be downloaded by clicking **Download as PDF**.


NCQA
Measuring quality. Improving health care.
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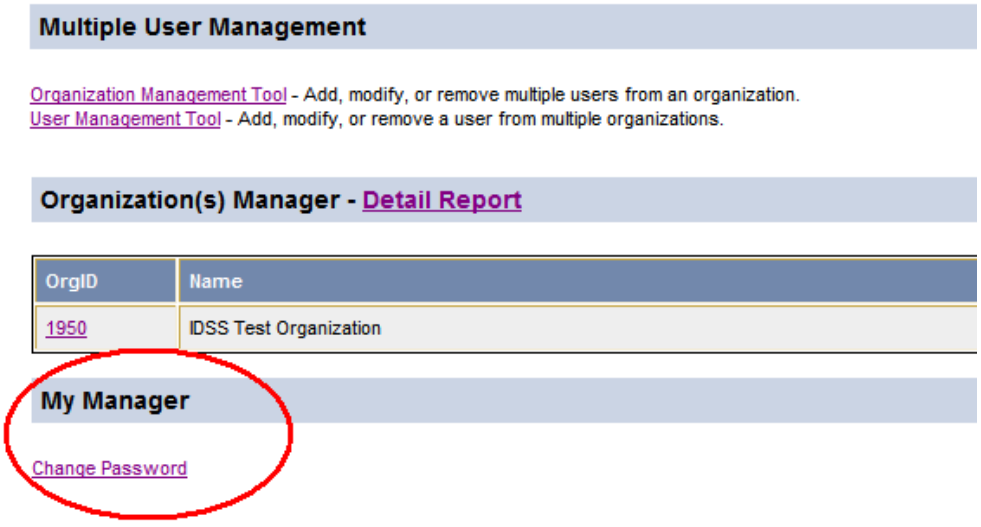
NCQA HEDIS 2011 Interactive Data Submission System LICENSE AGREEMENT - Commercial, Medicaid or Medicare
This Interactive Data Submission System ("IDSS") is protected by U.S. and international copyright laws. Use of the IDSS is conditioned upon your agreement to the NCQA 2011 Interactive Data Submission System License Agreement (the "License Agreement"). Please read the following License Agreement.
This License Agreement is entered into effective the date accepted by Licensee (defined below) and contains the Terms and Conditions between the person or company being granted the license (the "Licensee") to use the NCQA 2011 Interactive Data Submission System (commercial, Medicaid and Medicare versions) and the National Committee for Quality Assurance ("NCQA"). In consideration for use of the IDSS (defined below), Licensee also agrees to attest to the accuracy and completeness of the data as provided in Section III of this License Agreement.
I. Licensed IDSS
The product is the NCQA 2011 Interactive Data Submission System including the versions for commercial, Medicaid and Medicare data and any updates to those versions, whether in electronic form, hard copy, disk or CD-ROM form and any related documentation (collectively, the "IDSS"). The IDSS is being
I agree
I disagree
Submit

My NCQA

The **My NCQA** screen lists all plans available to the user. Organization Administrators see all plans under **Organization(s) Manager**, but other users see only the organizations to which they are assigned.

Note: *Primary HEDIS Contacts should contact their NCQA account manager if organizations are missing under* ***Organization(s) Manager****.*

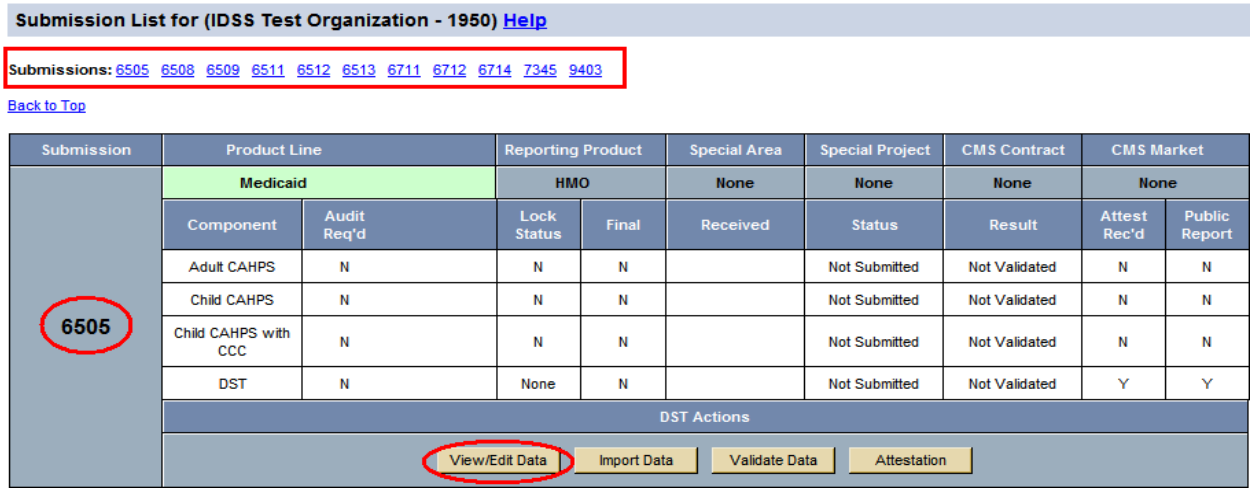

Multiple User Management
Organization Management Tool - Add, modify, or remove multiple users from an organization.
User Management Tool - Add, modify, or remove a user from multiple organizations.
Organization(s) Manager - Detail Report
OrgID
Name
1950
IDSS Test Organization
My Manager
Change Password

Note: *If you are logging on for the first time, you should create a new password, although it is not required. Passwords must be 8–20 characters long and contain one digit, one upper-case letter, one lower-case letter and one symbol (e.g., $).*

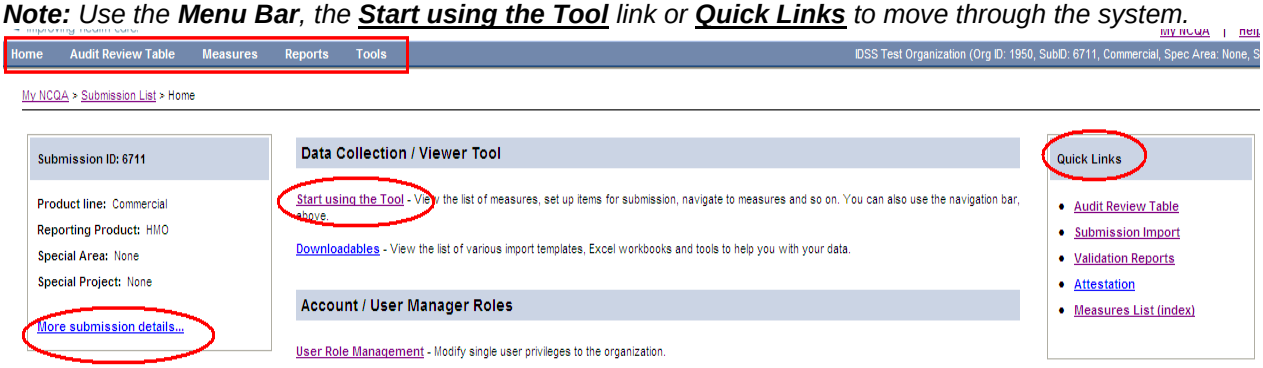
Data Submission

Step 1 Click **OrgID** in the **Organization(s) Manager** section for the organization you want to work on. The **Submission List** page displays.

Step 2 If you have multiple submissions, click the submission ID you want to work on. Click **View/Edit Data** at the bottom of the page under **DST Actions**.



Note: *Use the* ***Menu Bar****, the* ***Start using the Tool*** *link or* ***Quick Links*** *to move through the system.*

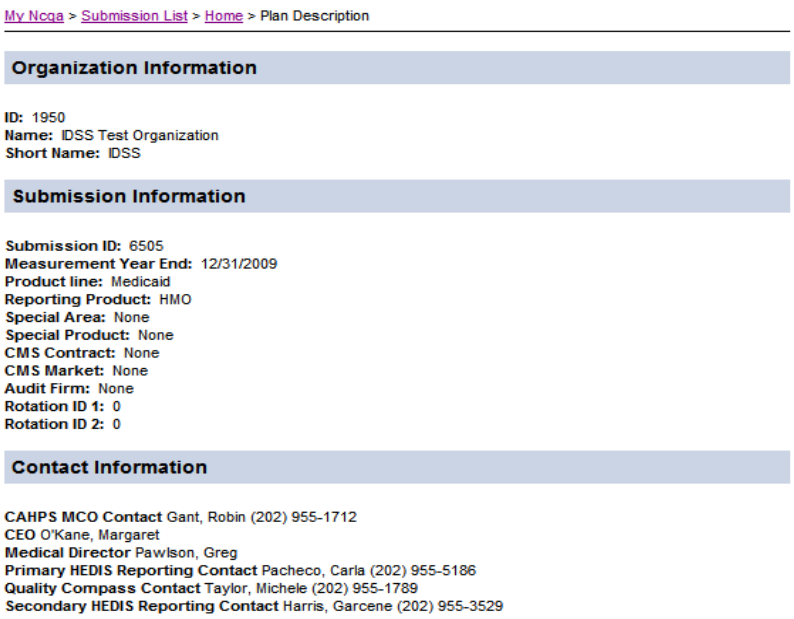

Home
Audit Review Table
Measures
Reports
Tools
IDSS Test Organization (Org ID: 1950, SubID: 6711, Commercial, Spec Area: None, S
My NCQA > Submission List > Home
Submission ID: 6711
Product line: Commercial
Reporting Product: HMO
Special Area: None
Special Project: None
More submission details...
Data Collection / Viewer Tool
Start using the Tool - View the list of measures, set up items for submission, navigate to measures and so on. You can also use the navigation bar, above.
Downloadables - View the list of various import templates, Excel workbooks and tools to help you with your data.
Account / User Manager Roles
User Role Management - Modify single user privileges to the organization.
Quick Links
Audit Review Table
Submission Import
Validation Reports
Attestation
Measures List (index)

Management Tasks

Plan Description

Step 1 Before you enter or import data, review the information on the **Plan Description** page (PDS). The PDS lists the plan, submission and contact information.

On the **Home** page Menu Bar, click **Tools**. Click **Plan Description**. You can also click **More submission details** in the **Submission ID** box at the left side of the **Home** page.


My Ncqa > Submission List > Home > Plan Description

Organization Information

ID: 1950
Name: IDSS Test Organization
Short Name: IDSS

Submission Information

Submission ID: 6505
Measurement Year End: 12/31/2009
Product line: Medicaid
Reporting Product: HMO
Special Area: None
Special Product: None
CMS Contract: None
CMS Market: None
Audit Firm: None
Rotation ID 1: 0
Rotation ID 2: 0

Contact Information

CAHPS MCO Contact Gant, Robin (202) 955-1712
CEO O'Kane, Margaret
Medical Director Pawlson, Greg
Primary HEDIS Reporting Contact Pacheco, Carla (202) 955-5186
Quality Compass Contact Taylor, Michele (202) 955-1789
Secondary HEDIS Reporting Contact Harris, Garcene (202) 955-3529

User Management

Who should have access to each submission, and what should the level of access be? The plan's primary HEDIS contact is automatically set up as the Organization Administer in the IDSS. Only the Administrator can create users, modify user roles and remove users from organizations. The plan is responsible for managing users and auditors. Each role has different access to the data in a submission.

Note: *Only one role may be assigned per user.*

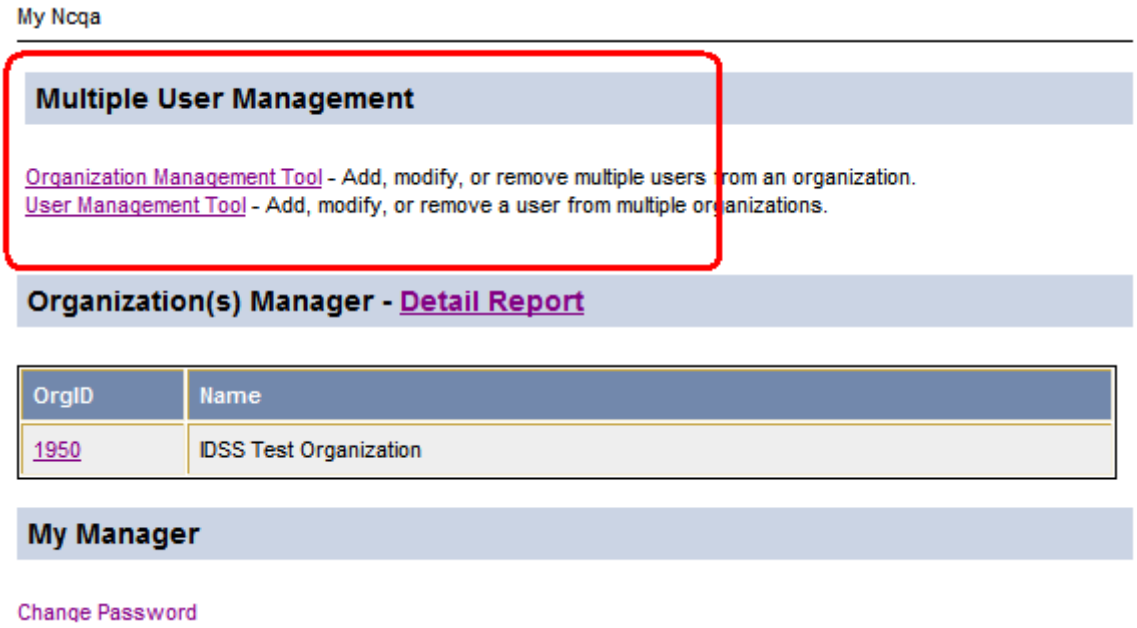
Role	Read Measure Data	Write Measure Data	Read Audit	Write Audit	Apply Plan Lock	Remove Plan Lock	Audit Lock	Import Data	Add/ Modify Users	E-Sign
Org Admin	✓	✓	✓		✓			✓	✓	
Org User	✓	✓	✓		✓			✓		
Auditor	✓		✓	✓		✓	✓			
Viewer	✓		✓							
Signer	✓		✓							✓

Multiple User Manager Section

This section is for Administrators only. Administrators can create users and grant access to their assigned organizations, giving any rights they feel are necessary.

Administrators have two options to create users and grant access: by Organization or by User.

Administrators that have multiple plans can use the Organization Management or User Management tools to assign multiple users to multiple plans at once.


My Ncqa
Multiple User Management
Organization Management Tool - Add, modify, or remove multiple users from an organization.
User Management Tool - Add, modify, or remove a user from multiple organizations.
Organization(s) Manager - Detail Report
OrgID
Name
1950
IDSS Test Organization
My Manager
Change Password

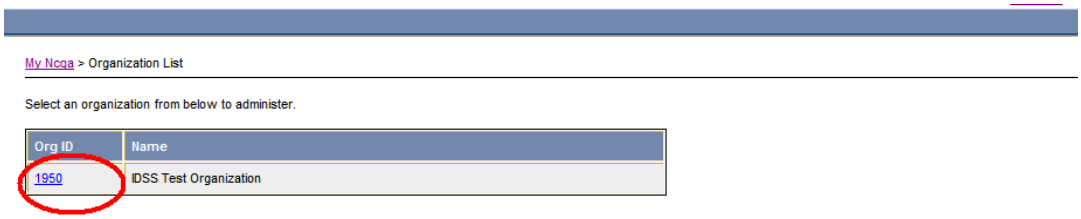
User Management—By Organization

The Organization Management tool allows Administrators to add, modify, view user roles, or remove multiple users from an organization.

Existing Users

Administrators can add users who have access to other organizations to which administrators are linked or remove users from assigned organizations, but cannot remove users from IDSS.

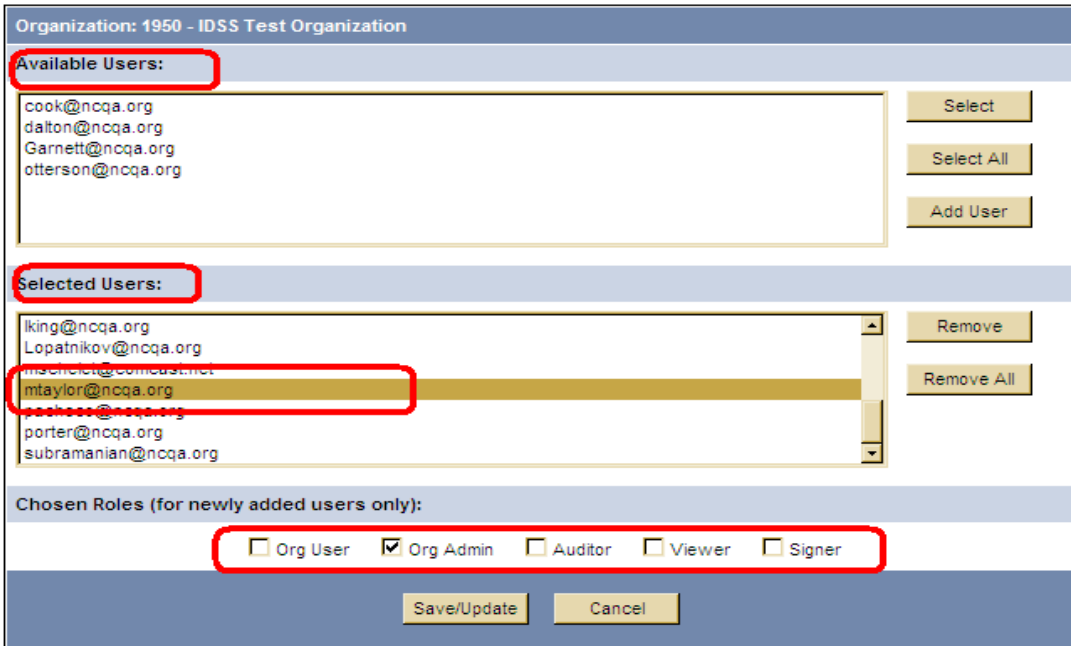
Step 1 Go to the **My NCQA** page. Under **Multiple User Manager**, click the **Organization Management Tool** link to go to the **Organization List** page. All organizations for which the user is Administrator are listed here. Click the **Org ID** link to select the desired organization.



The **Organization Edit** page displays users who have access and users who are linked through other organizations but do not have access to the selected organization.

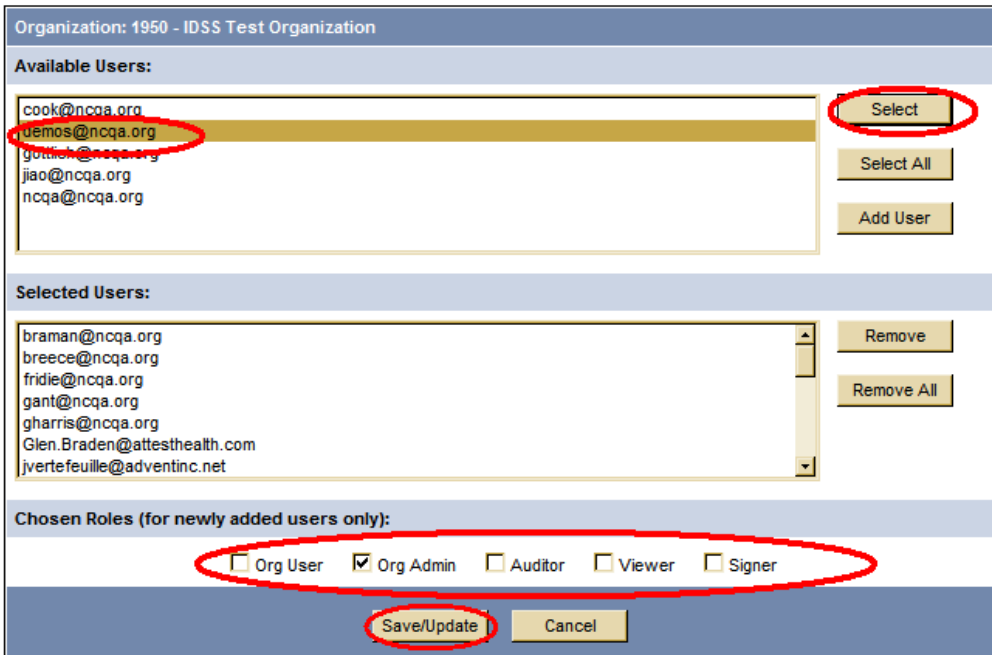
Currently assigned user roles can be viewed by double clicking the appropriate e-mail address under **Selected Users**. The user role is indicated in the checkboxes below.

To change a user role, unselect the current role and click the new role. Click **Save/Update**.

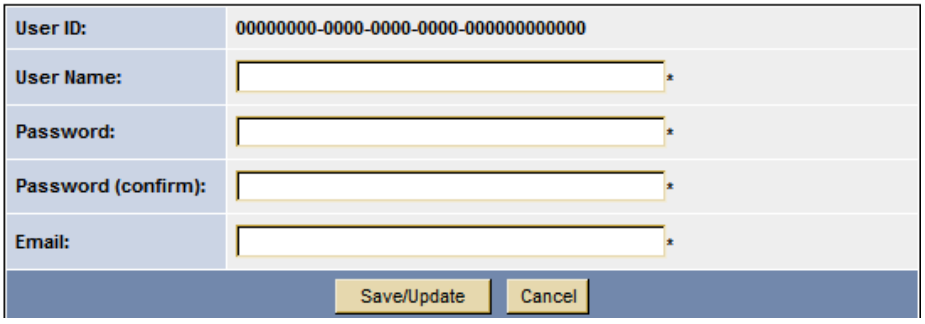


Step 2 To add existing users who do not have access to the selected organization, click the user e-mail address beneath **Available Users.** Select the desired user role and click **Select**.

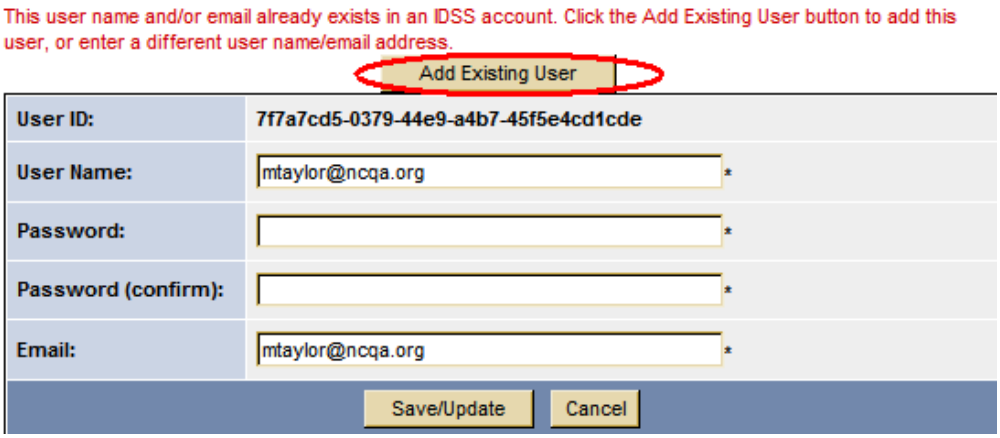
The user's e-mail address appears in the **Selected Users:** section. You must click **Save/Update** or changes will be lost and user roles will not display.



Step 3 For users whose e-mail addresses were not listed, click the **Add User** button. Fill in the fields and click **Save/Update**.



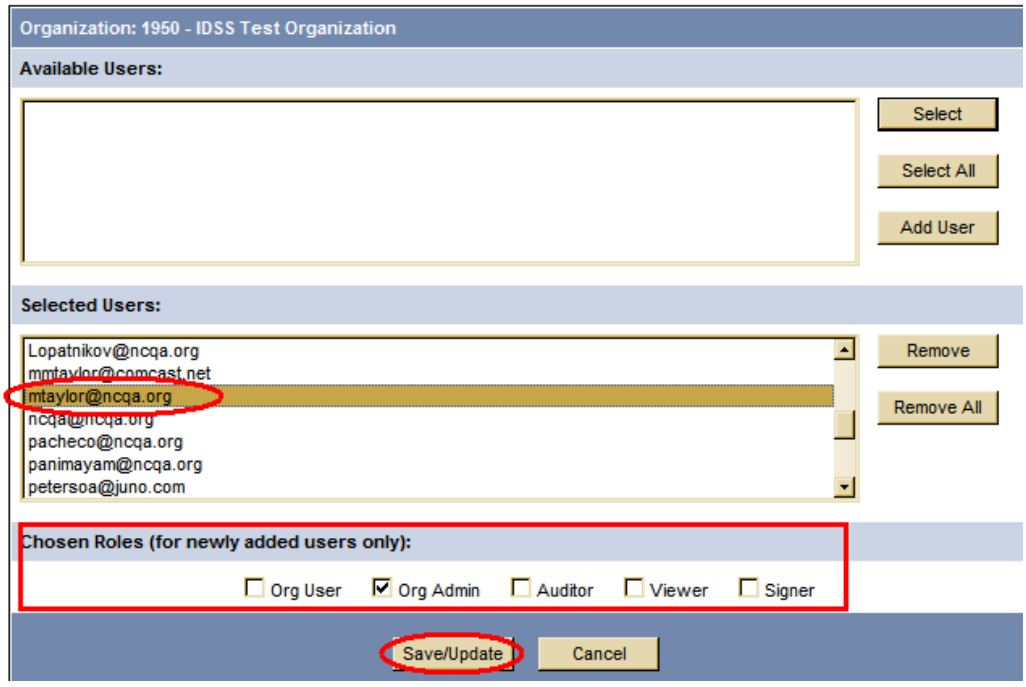
Note: *If the user already exists in IDSS, the following message displays.*



Click the **Add Existing User** button.

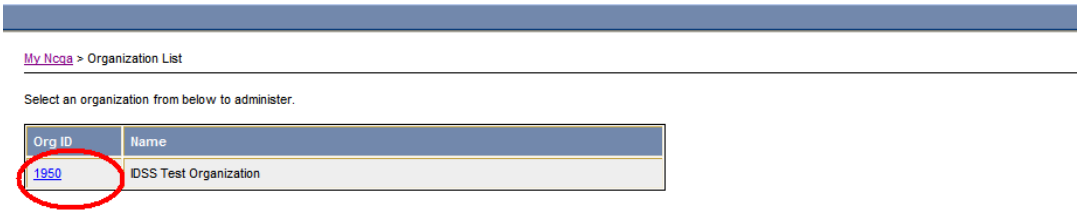
Step 4 The user you created is now listed in the **Selected Users:** section. Select the user's e-mail address. Click the role you want to assign. Click **Save/Update**.

Note: *You must complete this step in order for the user to have access rights, and then you will be directed to the* ***Organization List*** *page. You may update only one role type at a time, but you can select multiple users who are assigned the same role.*



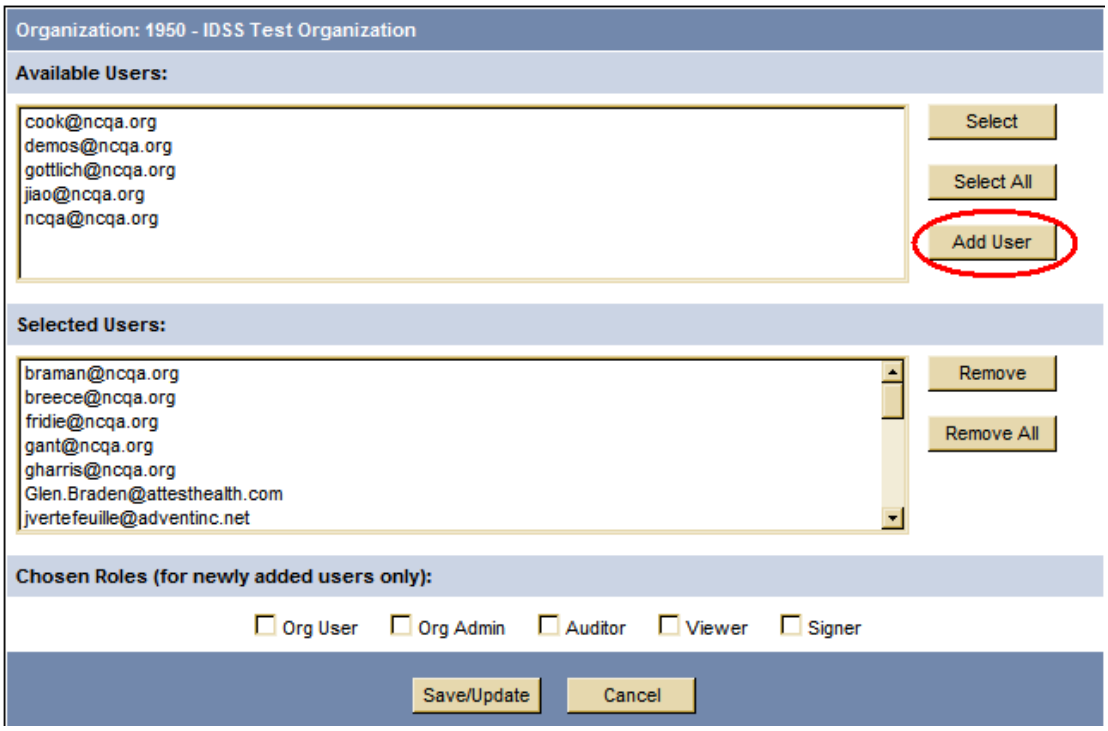
Create a New User

Step 1 Go to the **My NCQA** page. Under **Multiple User Manager**, click the **Organization Management Tool** link to go to the **Organization List** page. All organizations for which the user is Administrator are listed here. (All organizations that the user is the administrator of will be listed here). Select the desired organization by clicking the **Org ID** link.

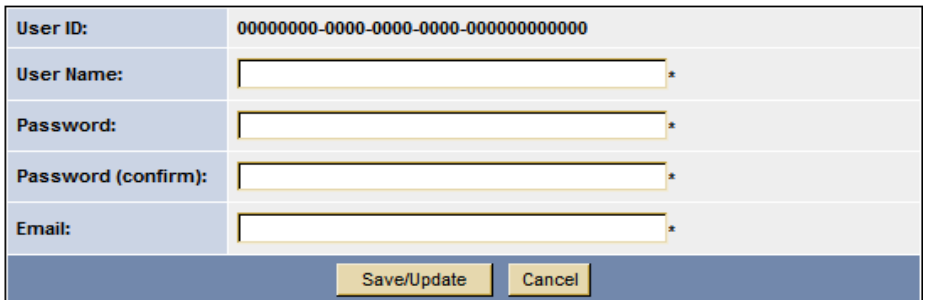


The **Organization Edit** page displays users who have access and users who are linked through other organizations but do not have access.

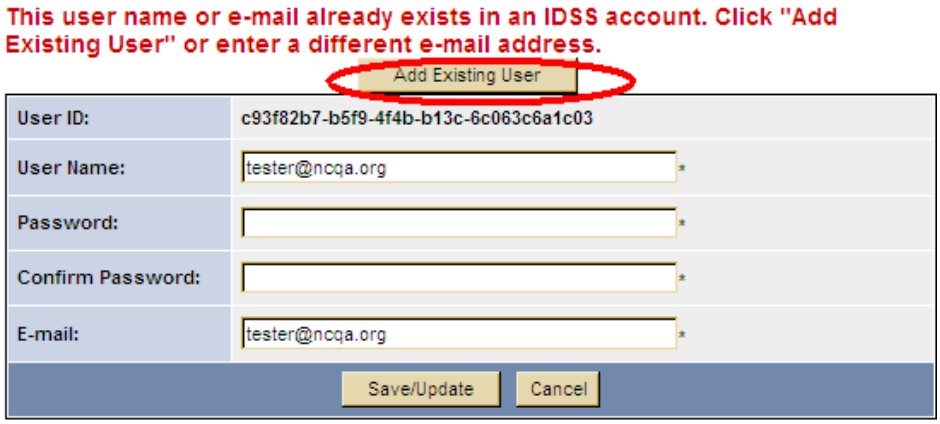
If the user is listed, go to step 2 in the **Existing User** section (page 9).



Step 2 Click the **Add User** button. Fill in the fields and click **Save/Update**. The User Name is the user's e-mail address.



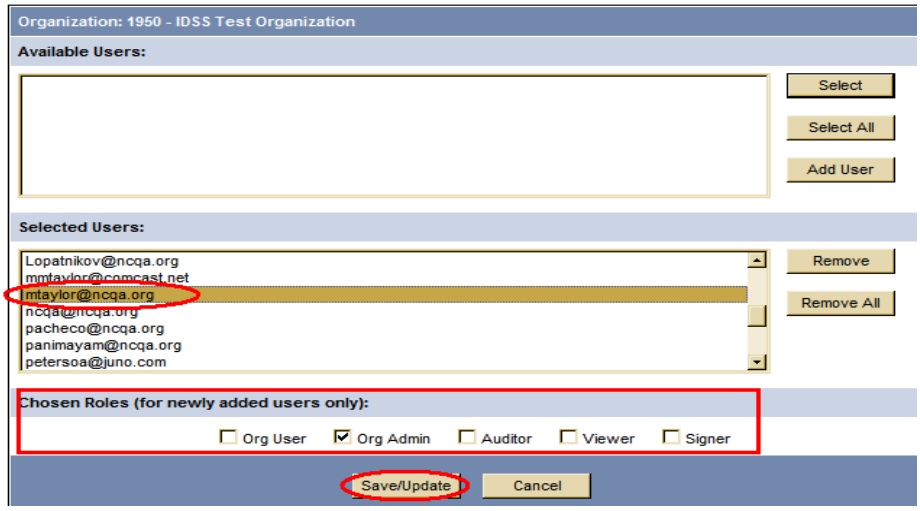
Note: *If the user already exists in IDSS, the following message displays.*



Click **Add Existing User**. Click **next step**.

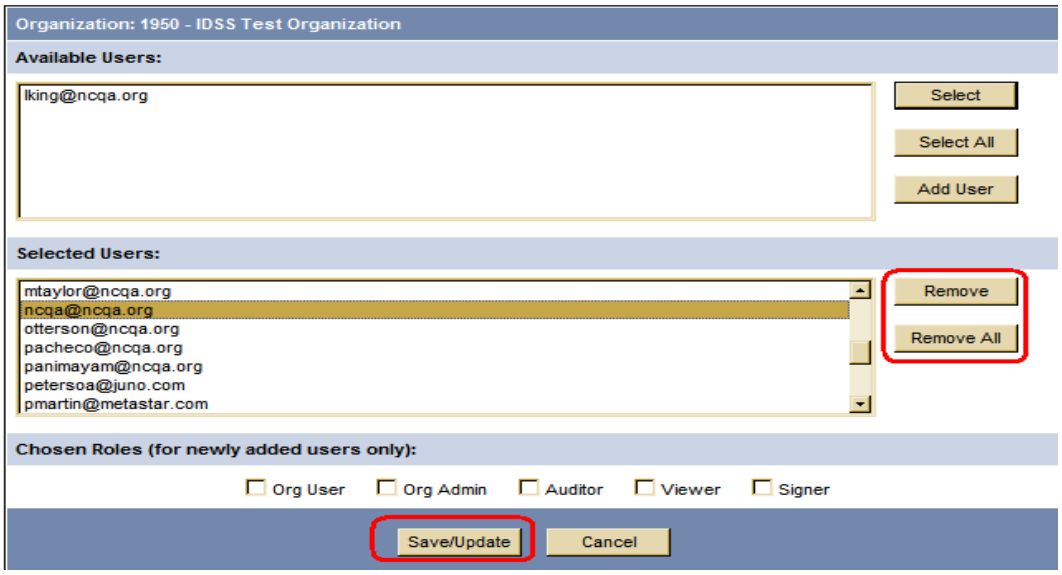
Step 3 The user you created is now listed in the **Selected Users** section. Select the user's e-mail address. Click the checkbox next to the user role you want to assign. Click **Save/Update**.

Note: *You must complete this step in order for the user to have access rights, and then you will be directed to the* ***Organization List*** *page. You may update only one role type at a time, but you can select multiple users who are assigned the same role.*



Removing Users

Step 1 Click the **Organization Management Tool** link. Select the desired **Org ID**. The **Organization Edit** page will display.



Step 2 From the **Selected Users** section, select the user to remove. (Users are removed from the organization, not from the IDSS.) Click the **Remove** button.

Remove All will remove all users listed in **Selected Users** box.

Step 3 Removed users appear in the **Available User** box. Click **Save/Update** button to keep changes.

Removed users are no longer visible after navigating from this screen. You must repeat the **Add User** process to relist the user.

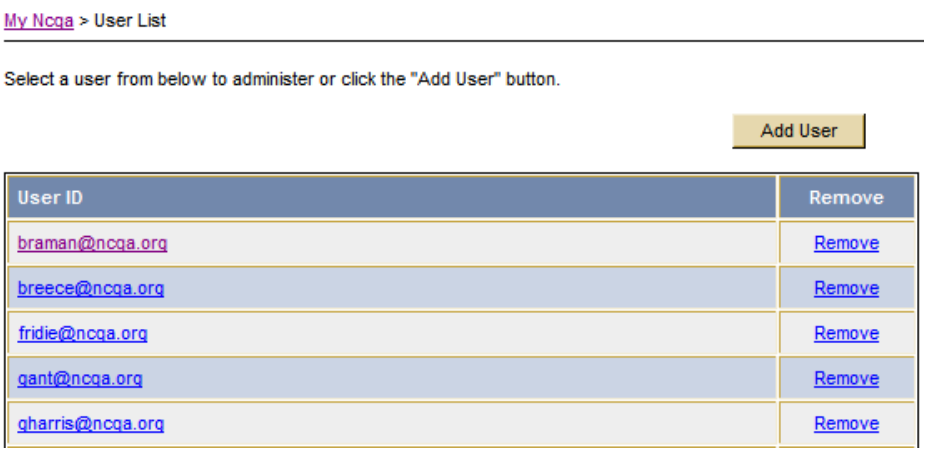
User Management by User

The User Management tool allows Administrators to manage users, granting or removing access to multiple organizations at once.

Existing Users

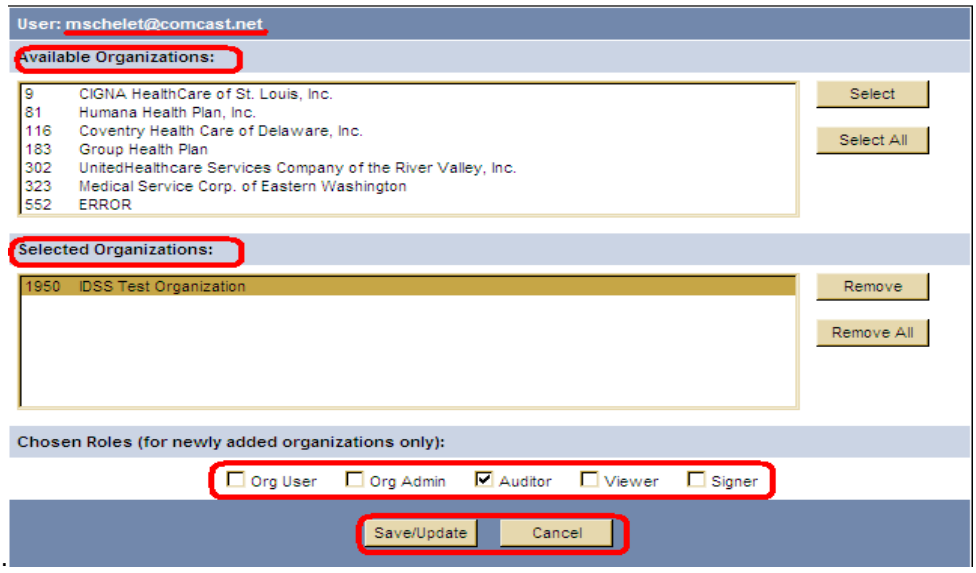
All users assigned to an organization for which you are Administrator will be listed on your **User List**.

Step 1 Go to the **My NCQA** page. Under **User Manager**, click the **User Management Tool** link to go to the **User List** page. All users attached to an organization for which you are Administrator are displayed here. Click a user's e-mail address to select it.



Step 2 **Verify** that you have selected the correct user. The user's e-mail address is listed at top of the box. Organizations for which the user does not have access are listed in the **Available Organizations** section. Organizations for which the user has access are listed in the **Selected Organizations** section.

To view the user's assigned role, double click the organization name, the assigned role will appear in the checkboxes below. You can change a user's role by unselecting the current role and clicking the new role. Click **Save/Update**.



Step 3 To add organizations, select desired plans from the **Available Organizations** section and click the **Select** button.

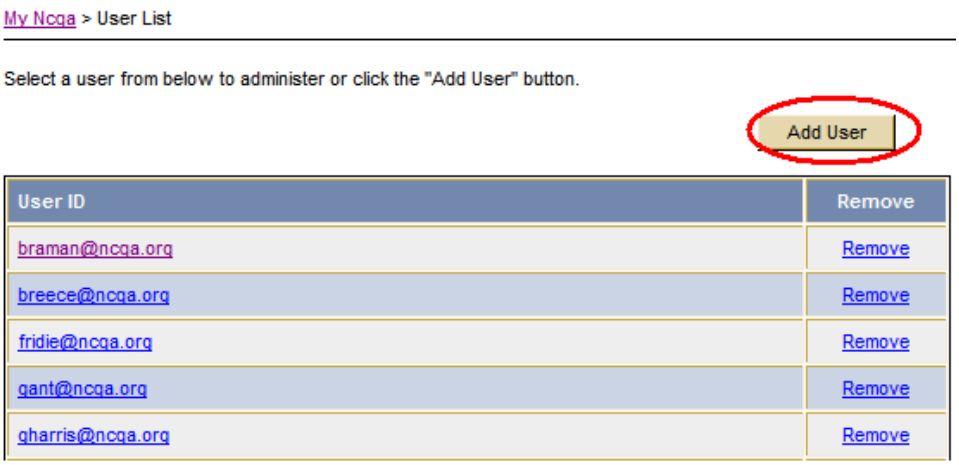
Step 4 Organizations will be moved down into the **Selected Organizations** section. Select the desired user role by clicking the check box. Click the **Save/Update** button. (You *must* click **Save/Update** to give user rights. You may select only one role type at a time.)

You will not receive confirmation of role selection. When you save your information, you are directed to the main **User List** page.

Create a New User

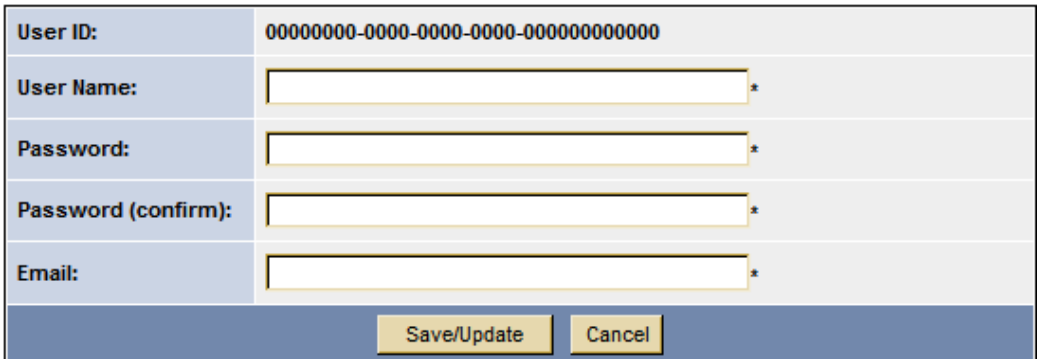
Step 1 Go to the **My NCQA** page. Under **User Manager**, click the **User Management Tool** link to go to the **User List** page which displays all users attached to any organization for which you are Administrator. Click the **Add User** button.

If the user is listed, go to step 2 in the **Existing User** section.

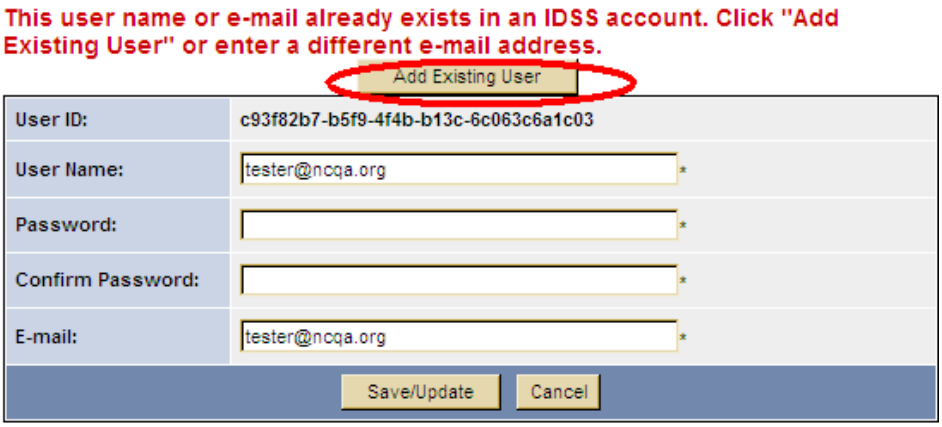


Step 2 Click the **Add User** button. Fill in the fields and click **Save/Update**.

Note: *The User Name must be the user's e-mail address.*

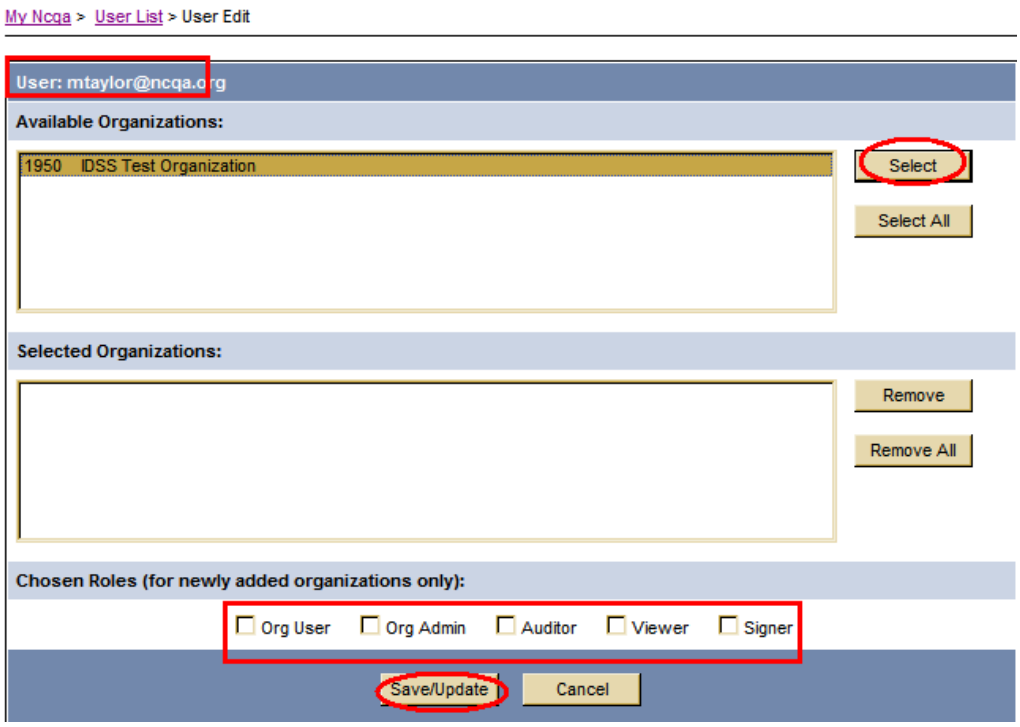


Note: *If the user already exists in IDSS, the following message displays.*



Click the **Add Existing User** button.

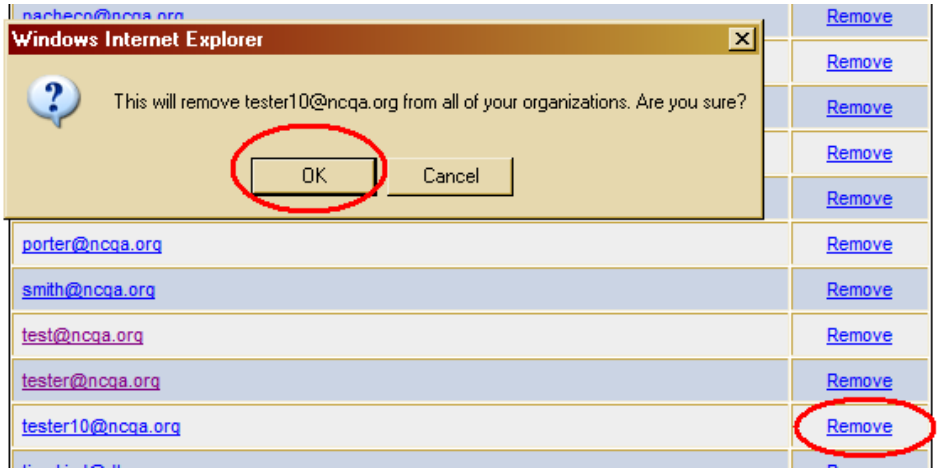
Step 3 A list of organizations for which you are Administrator will be displayed on the **User List** page. In the **Available Organizations** box, click an organization's name and click the **Select** button. The organization will be moved to the **Selected Organizations** box. Select the user's role for the selected organization. Click **Save/Update**.



Note: *You must complete this step in order for the user to have access rights*.

Remove a User

Step 1 Click the **User Management Tool** link. Click the desired user's e-mail address and click the **Remove** link.

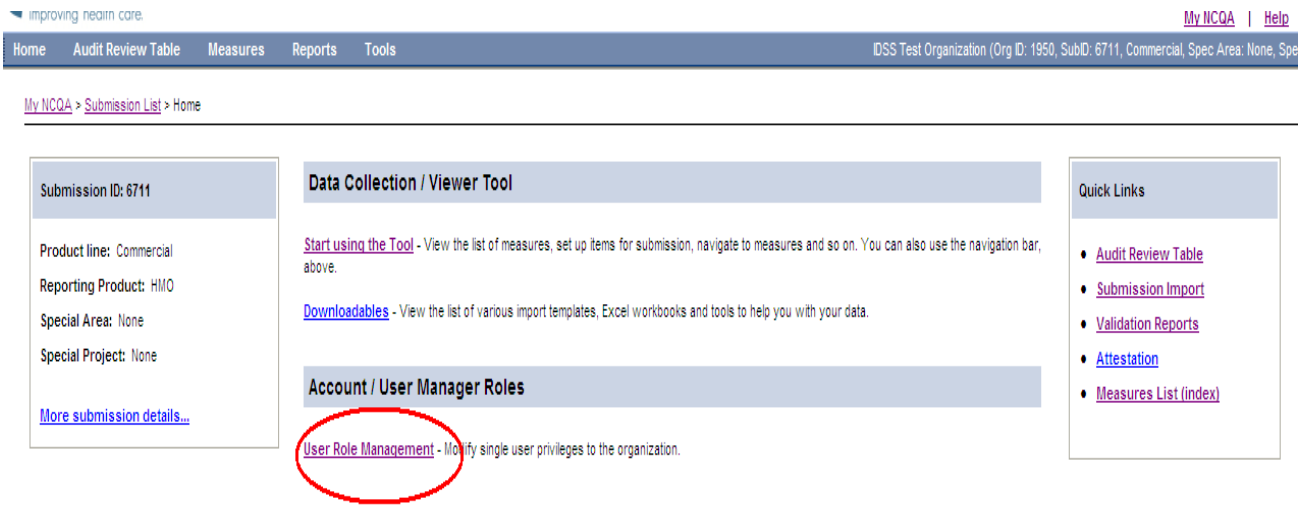


Step 2 Click **OK** in the pop-up box.

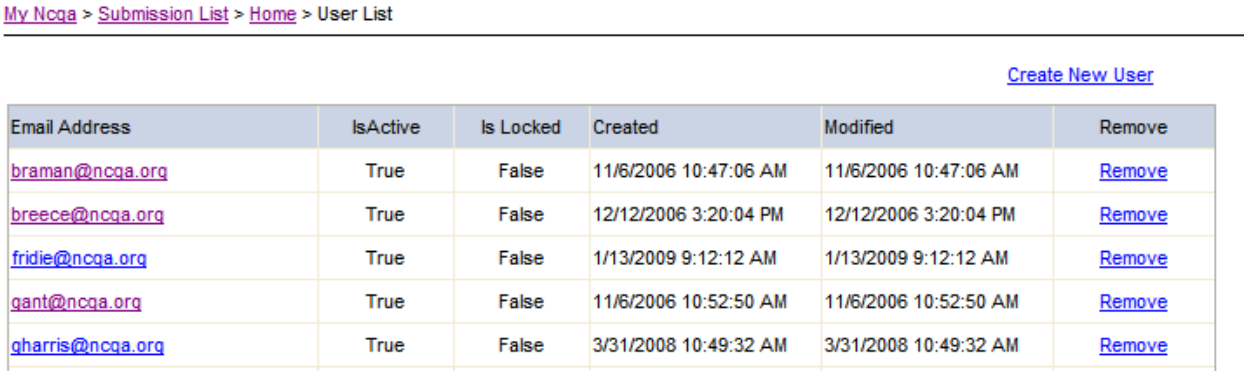
Removed users are no longer visible after navigating from this screen. To relist the user, you must go through the **Create User** process.

User Role Management *(Organization Level)*

Step 1 Go to the the selected organization's **Home** page and click the **User Role Management** link.

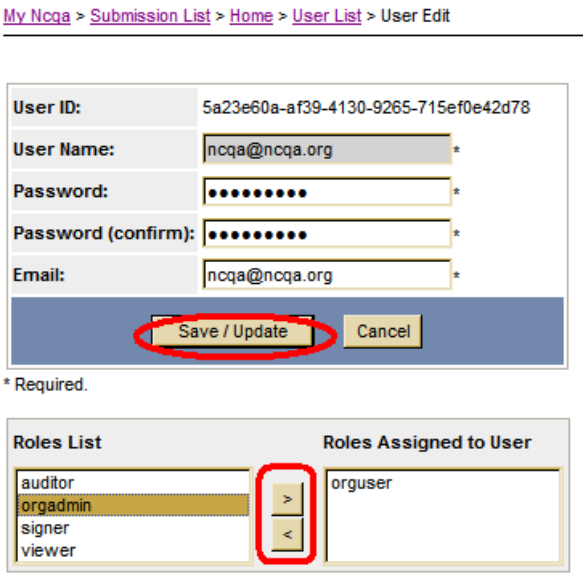

My NCQA | Help
Home
Audit Review Table
Measures
Reports
Tools
My NCQA > Submission List > Home
Submission ID: 6711
Product line: Commercial
Reporting Product: HMO
Special Area: None
Special Project: None
More submission details...
Data Collection / Viewer Tool
Start using the Tool - View the list of measures, set up items for submission, navigate to measures and so on. You can also use the navigation bar, above.
Downloadables - View the list of various import templates, Excel workbooks and tools to help you with your data.
Account / User Manager Roles
User Role Management - Modify single user privileges to the organization.
Quick Links
Audit Review Table
Submission Import
Validation Reports
Attestation
Measures List (index)

Step 2 On the **User List** page, select the user by clicking the e-mail address link.


My Ncqa > Submission List > Home > User List
Create New User
Email Address
IsActive
Is Locked
Created
Modified
Remove
braman@ncqa.org True False 11/6/2006 10:47:06 AM 11/6/2006 10:47:06 AM Remove
breece@ncqa.org True False 12/12/2006 3:20:04 PM 12/12/2006 3:20:04 PM Remove
fridie@ncqa.org True False 1/13/2009 9:12:12 AM 1/13/2009 9:12:12 AM Remove
gant@ncqa.org True False 11/6/2006 10:52:50 AM 11/6/2006 10:52:50 AM Remove
gharris@ncqa.org True False 3/31/2008 10:49:32 AM 3/31/2008 10:49:32 AM Remove

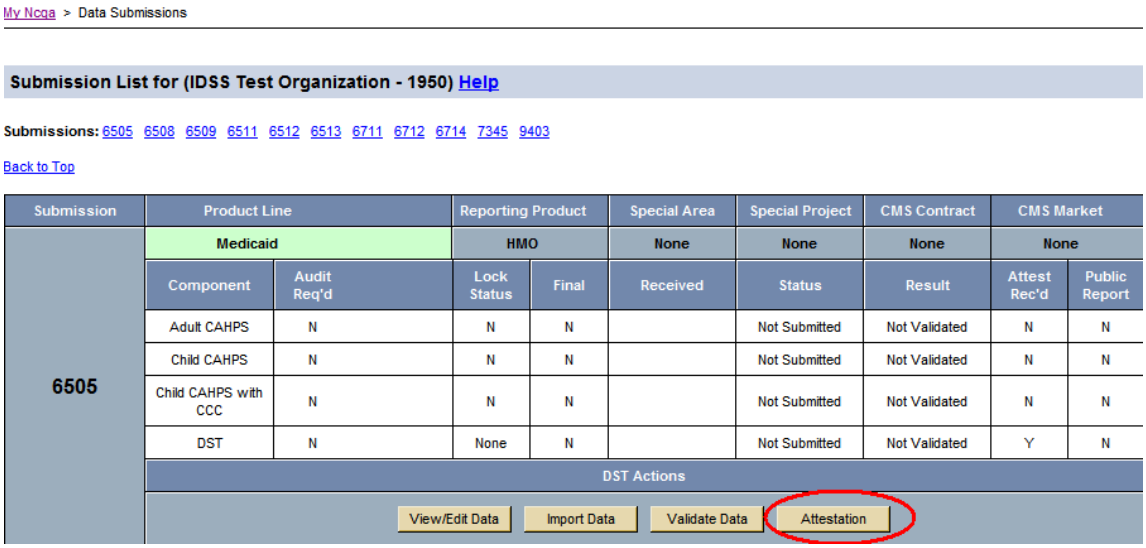
Step 3 The **User Edit** page will display. The user's current roles will be listed in the **Roles Assigned to User** box. To change or add a role, click the role to select it and click the arrow pointing to **Roles Assigned to User**. Click **Save/Update**.

Note: *You will not be directed to another page after saving. Select the* ***User List*** *link or* ***Home****.*

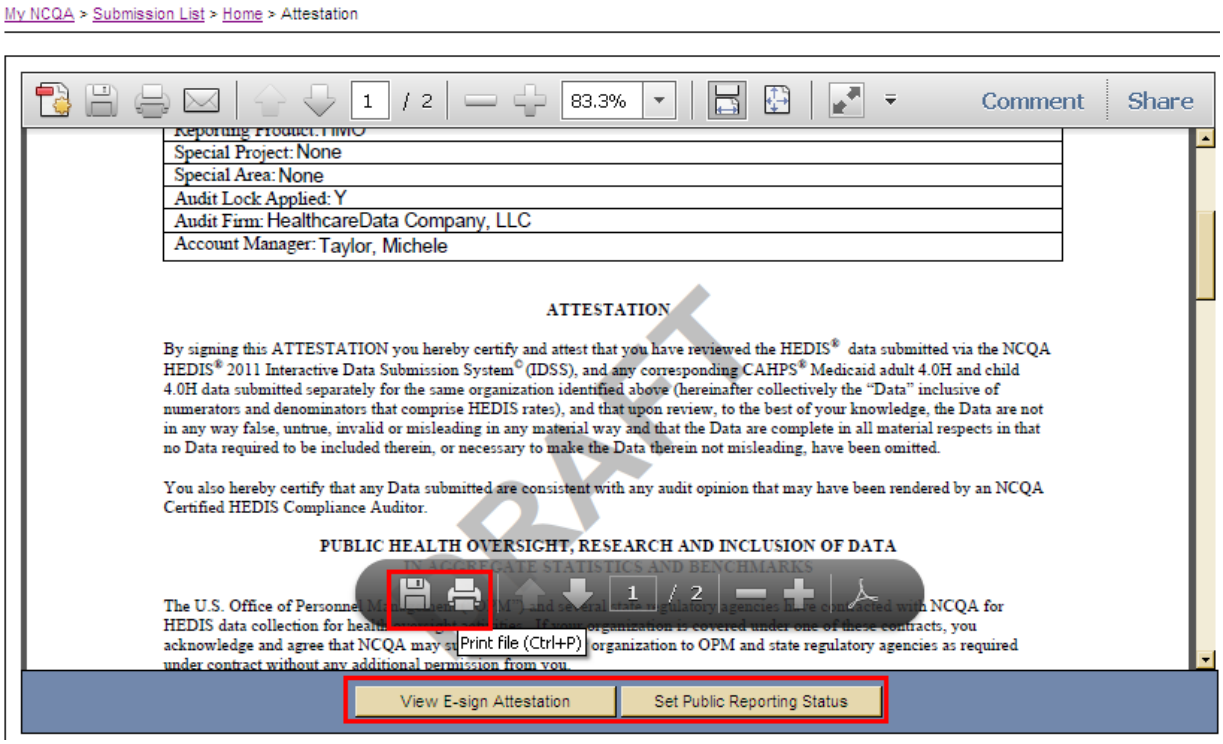


Attestation

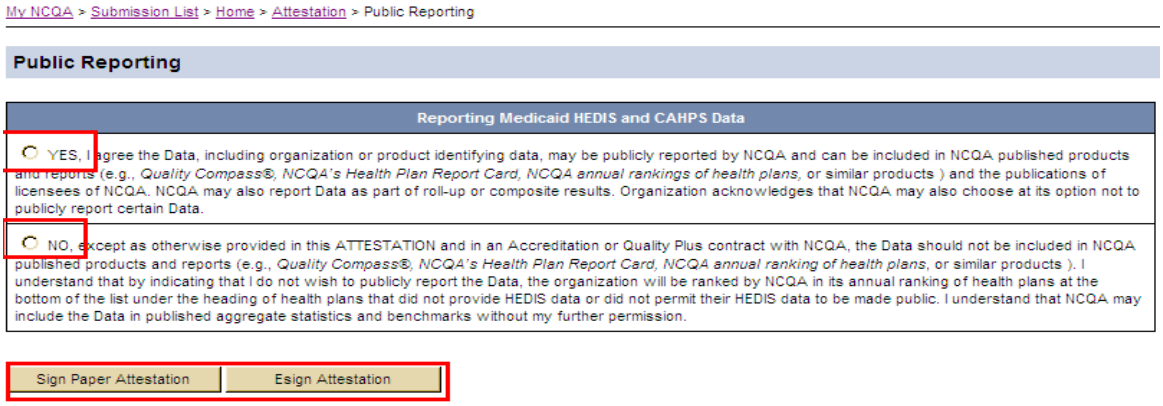
Step 1 On the **Submission List** page, click the **Attestation** button under **DST Actions**.



The PDF Attestation document will display. You can print or save the document.


My NCQA > Submission List > Home > Attestation
1 / 2
83.3%
Comment
Share
Special Project: None
Special Area: None
Audit Lock Applied: Y
Audit Firm: HealthcareData Company, LLC
Account Manager: Taylor, Michele
ATTESTATION
By signing this ATTESTATION you hereby certify and attest that you have reviewed the HEDIS® data submitted via the NCQA HEDIS® 2011 Interactive Data Submission System© (IDSS), and any corresponding CAHPS® Medicaid adult 4.0H and child 4.0H data submitted separately for the same organization identified above (hereinafter collectively the "Data" inclusive of numerators and denominators that comprise HEDIS rates), and that upon review, to the best of your knowledge, the Data are not in any way false, untrue, invalid or misleading in any material way and that the Data are complete in all material respects in that no Data required to be included therein, or necessary to make the Data therein not misleading, have been omitted.
You also hereby certify that any Data submitted are consistent with any audit opinion that may have been rendered by an NCQA Certified HEDIS Compliance Auditor.
PUBLIC HEALTH OVERSIGHT, RESEARCH AND INCLUSION OF DATA
IN AGGREGATE STATISTICS AND BENCHMARKS
Print file (Ctrl+P)
organization to OPM and state regulatory agencies as required
under contract without any additional permission from you.
DRAFT
View E-sign Attestation
Set Public Reporting Status

Step 2 To set the Public Reporting intentions, click the **Set Public Reporting Status** button on the bottom right of the Attestation page to go to the **Public Reporting** page.

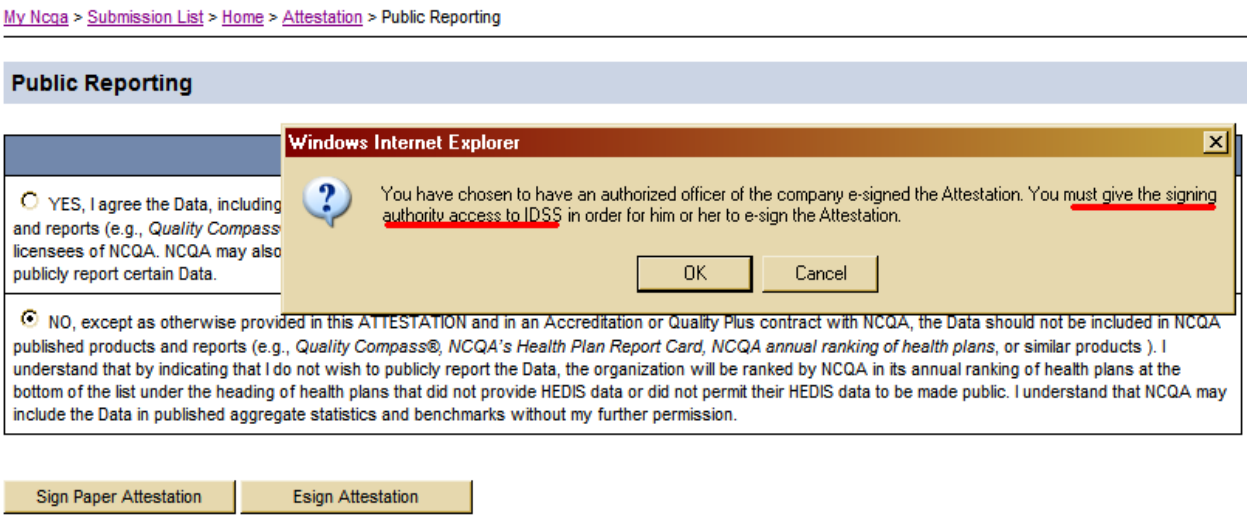

My NCQA > Submission List > Home > Attestation > Public Reporting
Public Reporting
Reporting Medicaid HEDIS and CAHPS Data
YES, I agree the Data, including organization or product identifying data, may be publicly reported by NCQA and can be included in NCQA published products and reports (e.g., Quality Compass®, NCQA's Health Plan Report Card, NCQA annual rankings of health plans, or similar products) and the publications of licensees of NCQA. NCQA may also report Data as part of roll-up or composite results. Organization acknowledges that NCQA may also choose at its option not to publicly report certain Data.
NO, except as otherwise provided in this ATTESTATION and in an Accreditation or Quality Plus contract with NCQA, the Data should not be included in NCQA published products and reports (e.g., Quality Compass®, NCQA's Health Plan Report Card, NCQA annual ranking of health plans, or similar products). I understand that by indicating that I do not wish to publicly report the Data, the organization will be ranked by NCQA in its annual ranking of health plans at the bottom of the list under the heading of health plans that did not provide HEDIS data or did not permit their HEDIS data to be made public. I understand that NCQA may include the Data in published aggregate statistics and benchmarks without my further permission.
Sign Paper Attestation
Esign Attestation

Step 3 Once the **Public Reporting**, selection has been made select to submit the attestation electronically or by mail by clicking the appropriate button: **Sign Paper Attestation** or **Esign Attestation**.

Note: *Verify your Public Reporting selection before selecting the attestation option.*

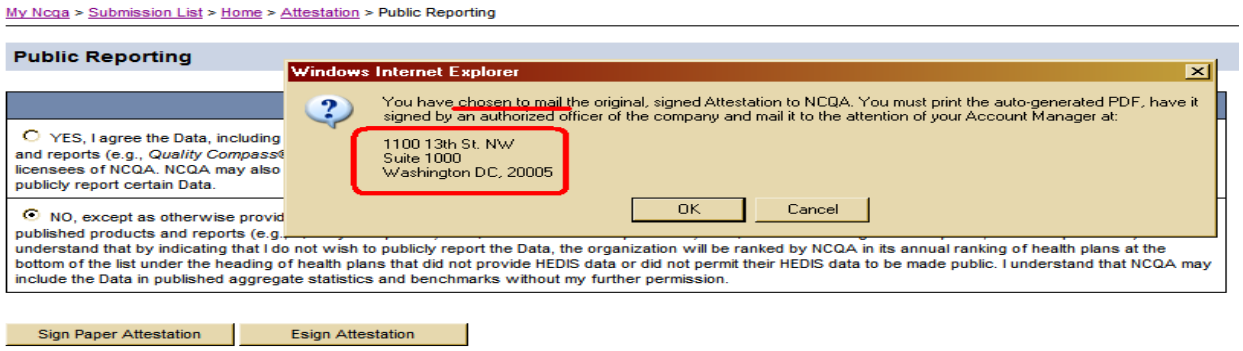
Click **OK**.

E-sign Attestation


My Ncqa > Submission List > Home > Attestation > Public Reporting
Public Reporting
Windows Internet Explorer
You have chosen to have an authorized officer of the company e-signed the Attestation. You must give the signing authority access to IDSS in order for him or her to e-sign the Attestation.
OK
Cancel
YES, I agree the Data, including
and reports (e.g., Quality Compass
licensees of NCQA. NCQA may also
publicly report certain Data.
NO, except as otherwise provided in this ATTESTATION and in an Accreditation or Quality Plus contract with NCQA, the Data should not be included in NCQA published products and reports (e.g., Quality Compass®, NCQA's Health Plan Report Card, NCQA annual ranking of health plans, or similar products). I understand that by indicating that I do not wish to publicly report the Data, the organization will be ranked by NCQA in its annual ranking of health plans at the bottom of the list under the heading of health plans that did not provide HEDIS data or did not permit their HEDIS data to be made public. I understand that NCQA may include the Data in published aggregate statistics and benchmarks without my further permission.
Sign Paper Attestation
Esign Attestation

Step 1 After you select **Esign Attestation**, the completed attestation will display. Navigate back to the **My NCQA** page and give access to the signer.

Sign Paper Attestation

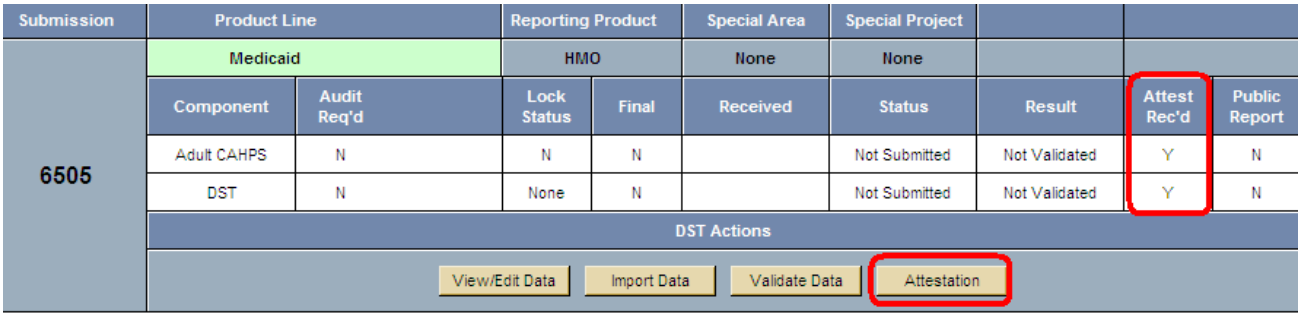

My Ncqa > Submission List > Home > Attestation > Public Reporting
Public Reporting
Windows Internet Explorer
You have chosen to mail the original, signed Attestation to NCQA. You must print the auto-generated PDF, have it signed by an authorized officer of the company and mail it to the attention of your Account Manager at:
1100 13th St. NW
Suite 1000
Washington DC, 20005
OK
Cancel
YES, I agree the Data, including
and reports (e.g., Quality Compass
licensees of NCQA. NCQA may also
publicly report certain Data.
NO, except as otherwise provid
published products and reports (e.g.
understand that by indicating that I do not wish to publicly report the Data, the organization will be ranked by NCQA in its annual ranking of health plans at the bottom of the list under the heading of health plans that did not provide HEDIS data or did not permit their HEDIS data to be made public. I understand that NCQA may include the Data in published aggregate statistics and benchmarks without my further permission.
Sign Paper Attestation
Esign Attestation

Step 1 After you select **Sign Paper Attestation**, the completed Attestation displays. Print it using the Print icon at the top of the page. An authorized officer of the organization must sign the Attestation. Mail it to the attention of your NCQA HEDIS Account Manager.

Note: *NCQA advises using a traceable mailing method.*

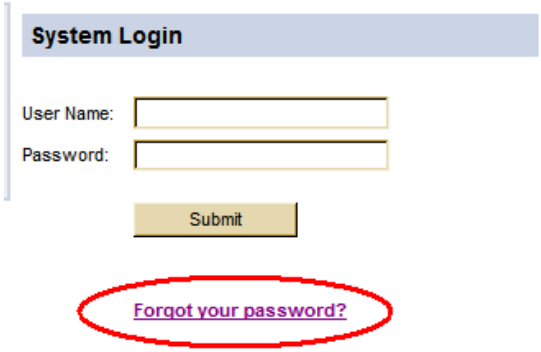
Step 2 After NCQA receives the paper Attestation, the **Attest Rec'd** column will be changed to "**Y**".

Click the **Attestation** button on the **Submission List** page to view the scanned Attestation.



E-Signer Instructions

Step 1 Log on to IDSS. If you do not know your password, click the **Forgot your password** link and an e-mail with your password will be sent to you.



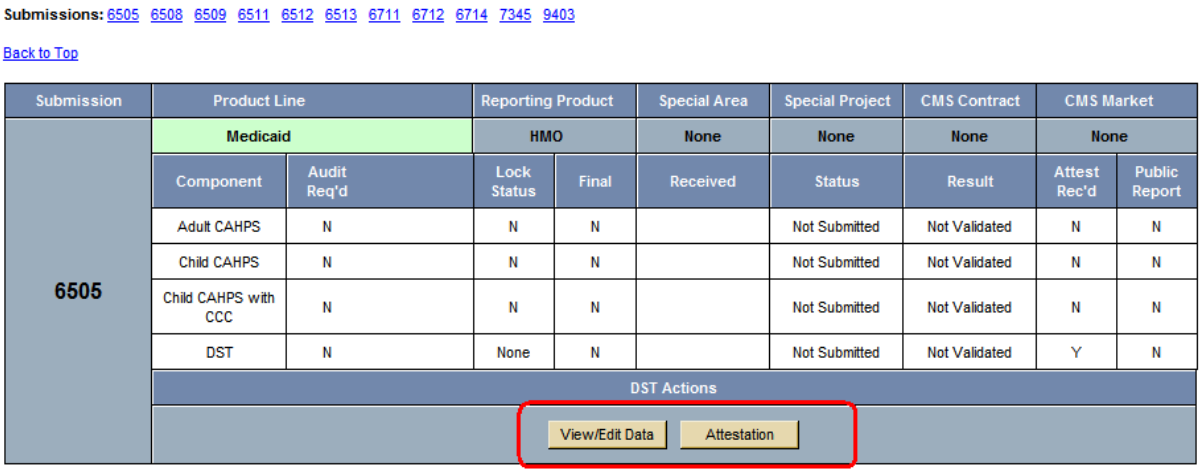
Note: *The License Agreement appears immediately after the* ***Login*** *screen. You must agree to the license to gain access to the tool, and you must agree at each user session. The license Agreement can be downloaded by clicking* ***Download as PDF****.*

NCQA
Measuring quality. Improving health care.
Download as a PDF
NCQA HEDIS 2011 Interactive Data Submission System LICENSE AGREEMENT - Commercial, Medicaid or Medicare
This Interactive Data Submission System ("IDSS") is protected by U.S. and international copyright laws. Use of the IDSS is conditioned upon your agreement to the NCQA 2011 Interactive Data Submission System License Agreement (the "License Agreement"). Please read the following License Agreement.
This License Agreement is entered into effective the date accepted by Licensee (defined below) and contains the Terms and Conditions between the person or company being granted the license (the "Licensee") to use the NCQA 2011 Interactive Data Submission System (commercial, Medicaid and Medicare versions) and the National Committee for Quality Assurance ("NCQA"). In consideration for use of the IDSS (defined below), Licensee also agrees to attest to the accuracy and completeness of the data as provided in Section III of this License Agreement.
I. Licensed IDSS
The product is the NCQA 2011 Interactive Data Submission System including the versions for commercial, Medicaid and Medicare data and any updates to those versions, whether in electronic form, hard copy, disk or CD-ROM form and any related documentation (collectively, the "IDSS"). The IDSS is being
I agree
I disagree
Submit

Step 2 On the **My NCQA** page, select an organization by clicking the ID in the **OrgID** column under **Organization(s) Manager**.

My Ncqa
User Manager
Organization Management Tool - Add, modify, or remove multiple users from an organization.
User Management Tool - Add, modify, or remove a user from multiple organizations.
Organization(s) Manager - Detail Report
OrgID
Name
1950
IDSS Test Organization

Step 3 You will be directed to the **Submission List** page, where you can access each submission for the selected organization. Click **Attestation**.

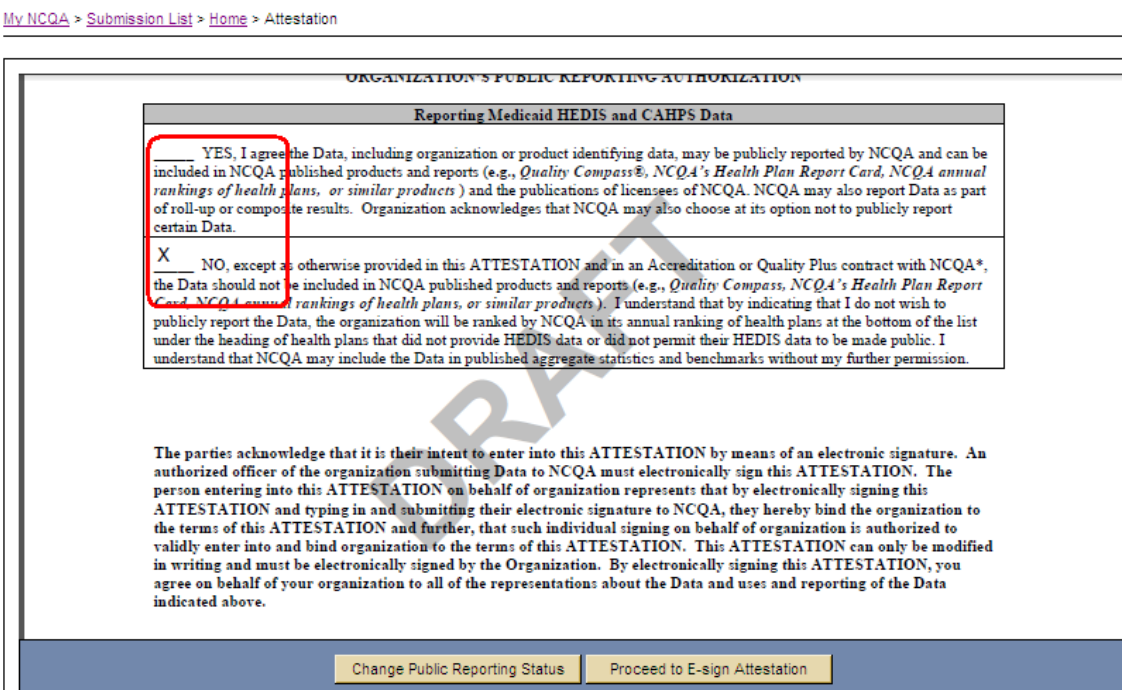


Submissions: 6505 6508 6509 6511 6512 6513 6711 6712 6714 7345 9403

Back to Top

Submission	Product Line		Reporting Product		Special Area	Special Project	CMS Contract	CMS Market	
6505	Medicaid		HMO		None	None	None	None	
	Component	Audit Req'd	Lock Status	Final	Received	Status	Result	Attest Rec'd	Public Report
	Adult CAHPS	N	N	N		Not Submitted	Not Validated	N	N
	Child CAHPS	N	N	N		Not Submitted	Not Validated	N	N
	Child CAHPS with CCC	N	N	N		Not Submitted	Not Validated	N	N
	DST	N	None	N		Not Submitted	Not Validated	Y	N
	DST Actions								
	View/Edit Data Attestation								

Step 4 You will be directed to the Attestation. Scroll to the bottom of the page to review the **Public Reporting** decision.



My NCQA > Submission List > Home > Attestation

ORGANIZATION'S PUBLIC REPORTING AUTHORIZATION

Reporting Medicaid HEDIS and CAHPS Data

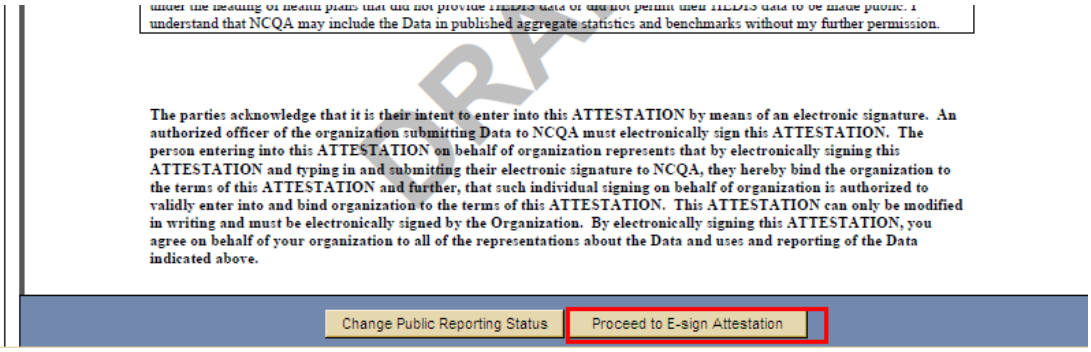
____ YES, I agree the Data, including organization or product identifying data, may be publicly reported by NCQA and can be included in NCQA published products and reports (e.g., *Quality Compass®, NCQA's Health Plan Report Card, NCQA annual rankings of health plans, or similar products*) and the publications of licensees of NCQA. NCQA may also report Data as part of roll-up or composite results. Organization acknowledges that NCQA may also choose at its option not to publicly report certain Data.

X ____ NO, except as otherwise provided in this ATTESTATION and in an Accreditation or Quality Plus contract with NCQA*, the Data should not be included in NCQA published products and reports (e.g., *Quality Compass, NCQA's Health Plan Report Card, NCQA annual rankings of health plans, or similar products*). I understand that by indicating that I do not wish to publicly report the Data, the organization will be ranked by NCQA in its annual ranking of health plans at the bottom of the list under the heading of health plans that did not provide HEDIS data or did not permit their HEDIS data to be made public. I understand that NCQA may include the Data in published aggregate statistics and benchmarks without my further permission.

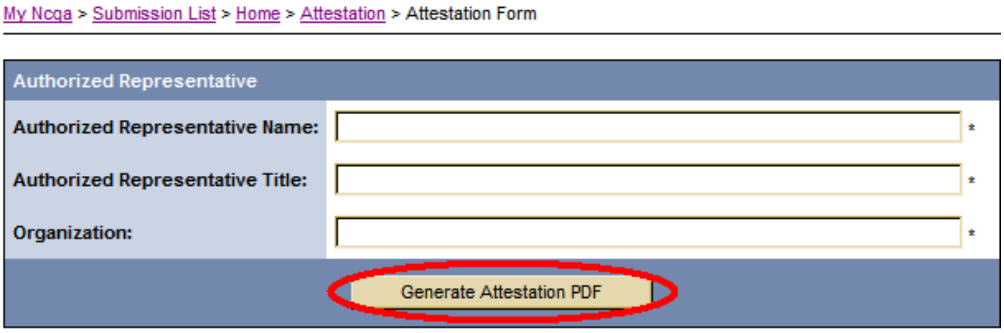
The parties acknowledge that it is their intent to enter into this ATTESTATION by means of an electronic signature. An authorized officer of the organization submitting Data to NCQA must electronically sign this ATTESTATION. The person entering into this ATTESTATION on behalf of organization represents that by electronically signing this ATTESTATION and typing in and submitting their electronic signature to NCQA, they hereby bind the organization to the terms of this ATTESTATION and further, that such individual signing on behalf of organization is authorized to validly enter into and bind organization to the terms of this ATTESTATION. This ATTESTATION can only be modified in writing and must be electronically signed by the Organization. By electronically signing this ATTESTATION, you agree on behalf of your organization to all of the representations about the Data and uses and reporting of the Data indicated above.

Change Public Reporting Status | Proceed to E-sign Attestation

Step 5 To e-sign the Attestation, click the **Proceed to E-sign Attestation** button.

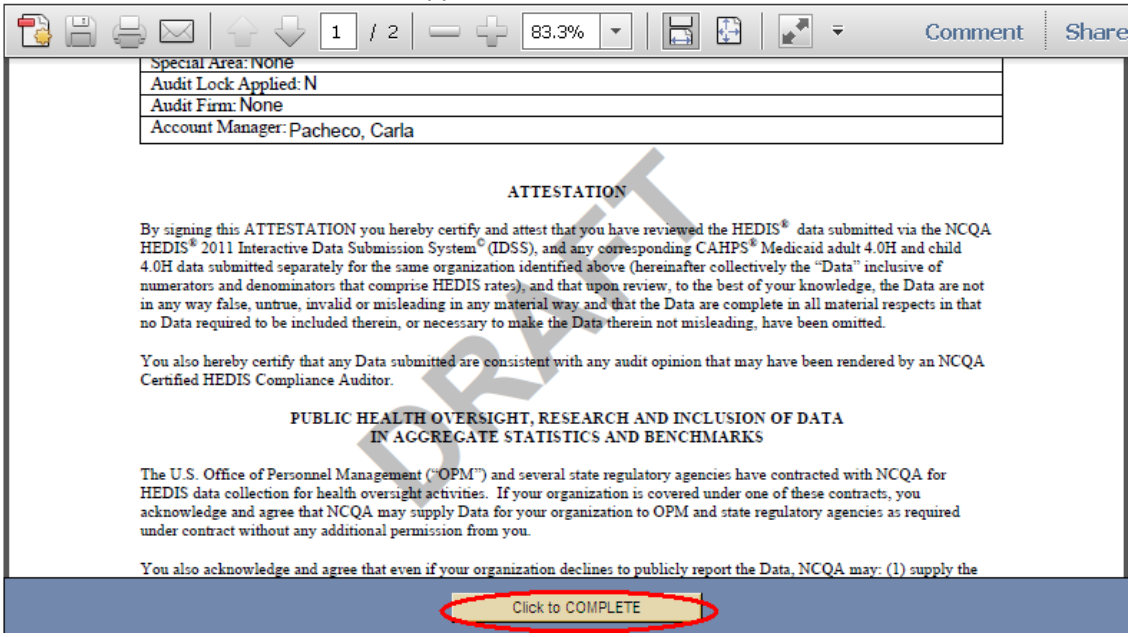

understand that NCQA may include the Data in published aggregate statistics and benchmarks without my further permission.
The parties acknowledge that it is their intent to enter into this ATTESTATION by means of an electronic signature. An authorized officer of the organization submitting Data to NCQA must electronically sign this ATTESTATION. The person entering into this ATTESTATION on behalf of organization represents that by electronically signing this ATTESTATION and typing in and submitting their electronic signature to NCQA, they hereby bind the organization to the terms of this ATTESTATION and further, that such individual signing on behalf of organization is authorized to validly enter into and bind organization to the terms of this ATTESTATION. This ATTESTATION can only be modified in writing and must be electronically signed by the Organization. By electronically signing this ATTESTATION, you agree on behalf of your organization to all of the representations about the Data and uses and reporting of the Data indicated above.
Change Public Reporting Status
Proceed to E-sign Attestation

You will be directed to the Attestation form. Fill in the fields. Click the **Generate Attestation PDF** button.


My Ncqa > Submission List > Home > Attestation > Attestation Form
Authorized Representative
Authorized Representative Name:
Authorized Representative Title:
Organization:
Generate Attestation PDF

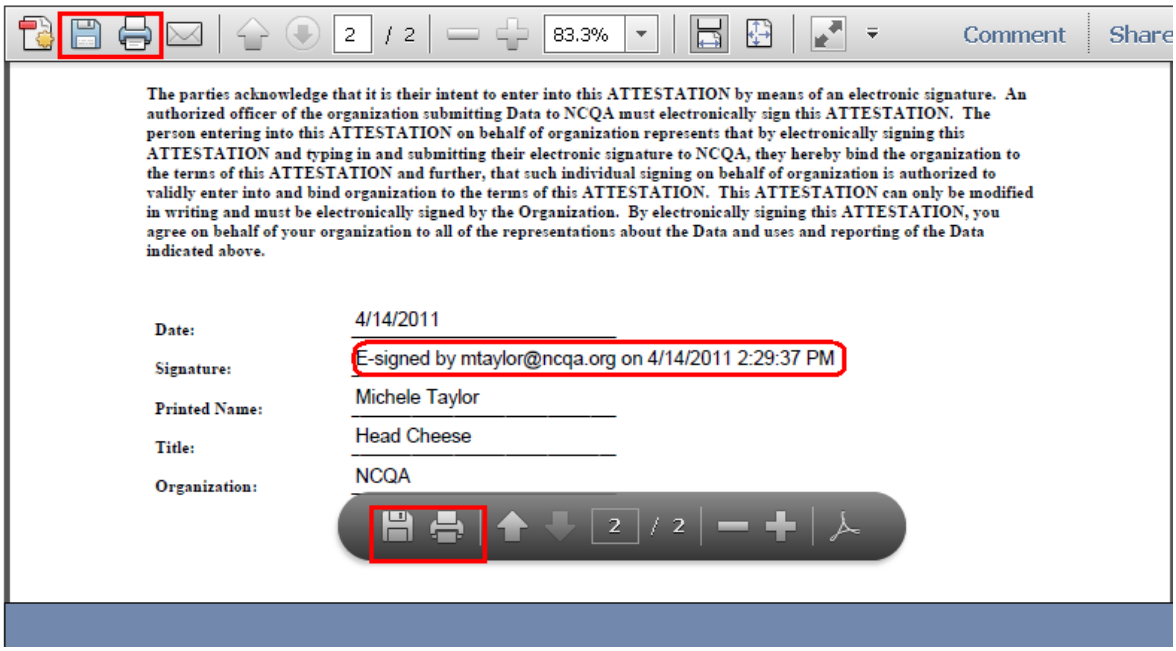
Step 6 You will be directed to the completed Attestation. To complete the signing process, click the **Click to COMPLETE** button.

Note: *The draft watermark will still appear.*


1 / 2
83.3%
Comment
Share
Special Area: None
Audit Lock Applied: N
Audit Firm: None
Account Manager: Pacheco, Carla
ATTESTATION
By signing this ATTESTATION you hereby certify and attest that you have reviewed the HEDIS® data submitted via the NCQA HEDIS® 2011 Interactive Data Submission System© (IDSS), and any corresponding CAHPS® Medicaid adult 4.0H and child 4.0H data submitted separately for the same organization identified above (hereinafter collectively the "Data" inclusive of numerators and denominators that comprise HEDIS rates), and that upon review, to the best of your knowledge, the Data are not in any way false, untrue, invalid or misleading in any material way and that the Data are complete in all material respects in that no Data required to be included therein, or necessary to make the Data therein not misleading, have been omitted.
You also hereby certify that any Data submitted are consistent with any audit opinion that may have been rendered by an NCQA Certified HEDIS Compliance Auditor.
PUBLIC HEALTH OVERSIGHT, RESEARCH AND INCLUSION OF DATA IN AGGREGATE STATISTICS AND BENCHMARKS
The U.S. Office of Personnel Management ("OPM") and several state regulatory agencies have contracted with NCQA for HEDIS data collection for health oversight activities. If your organization is covered under one of these contracts, you acknowledge and agree that NCQA may supply Data for your organization to OPM and state regulatory agencies as required under contract without any additional permission from you.
You also acknowledge and agree that even if your organization declines to publicly report the Data, NCQA may: (1) supply the
Click to COMPLETE
DRAFT

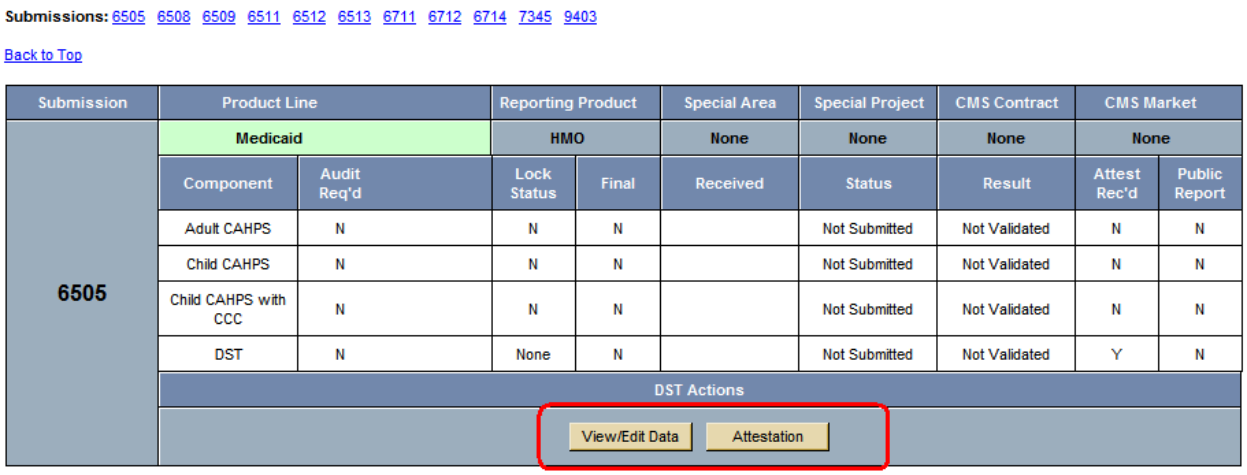
Step 7 When the Attestation reloads, the draft watermark will be removed. Your information appears at the bottom of the Attestation, with a time and signature stamp.

Print or **Save** the pdf document using the icons on the Tool Bar or hover the mouse at the bottom of the page for the **Print** or **Save** toolbar to appear.


2 / 2
83.3%
Comment
Share
The parties acknowledge that it is their intent to enter into this ATTESTATION by means of an electronic signature. An authorized officer of the organization submitting Data to NCQA must electronically sign this ATTESTATION. The person entering into this ATTESTATION on behalf of organization represents that by electronically signing this ATTESTATION and typing in and submitting their electronic signature to NCQA, they hereby bind the organization to the terms of this ATTESTATION and further, that such individual signing on behalf of organization is authorized to validly enter into and bind organization to the terms of this ATTESTATION. This ATTESTATION can only be modified in writing and must be electronically signed by the Organization. By electronically signing this ATTESTATION, you agree on behalf of your organization to all of the representations about the Data and uses and reporting of the Data indicated above.
Date: 4/14/2011
Signature: E-signed by mtaylor@ncqa.org on 4/14/2011 2:29:37 PM
Printed Name: Michele Taylor
Title: Head Cheese
Organization: NCQA
2 / 2

Step 8 You have completed signing the Attestation for this submission. If the organization has additional submissions, click the **Submission List** link. To access another organization, click **My NCQA** to start the process again.

To view any of the e-signed attestations go back to your **Submission List** page and click the **Attestation button**.



Select Measures to Report

There are two methods to enter measure-specific data into your IDSS submission.

1. Import Method
2. Data Entry Method

Regardless of the method you use, for audited submissions, two items on the Audit Review Table must be set: *Reported* and *Benefit Offered* (where applicable).

Note: *There is no Audit Review Table for an unaudited IDSS. Refer to* Unaudited Submissions, *above.*

Set Values Using the Import Method

For each measure, you can set the Audit Review Table values in the import file or you can set them manually and import only measure data elements. If you set the Audit Review Table values in the import file, be sure to set the **Benefit Offered** flag for the appropriate measures. Below is an example of how the two Audit Review Table values are set in the import file. These flags set the URI measure to be reported and indicate that the plan offers the required benefit.

```
<measure id="uri">
    <reported>true</reported>
        <benefit>true</benefit>
            </measure>
```

Set Values Using Data Entry Method

Step 1 On the **Home** page, click **Start using the Tool, *or*** click **Audit Review Table** on the **Menu Bar**, ***or*** click **Audit Review Table** in the **Quick Links** box. Each option displays the Audit Review Table. The initial view of the table shows all HEDIS measures by domain.

Step 2 Click the **Domain** bar to open a domain. Click the bar again to close it.

The **Report Measure** and **Benefit Offered** boxes are unchecked by default.

Open a Measure for Data Entry

Step 1 Click the **Report Measure** box, ***or*** click **Report All** to select all measures.

Click **Report None** to unselect all measures.

Step 2 Click the **Benefit Offered** box to report measures that have a required benefit.

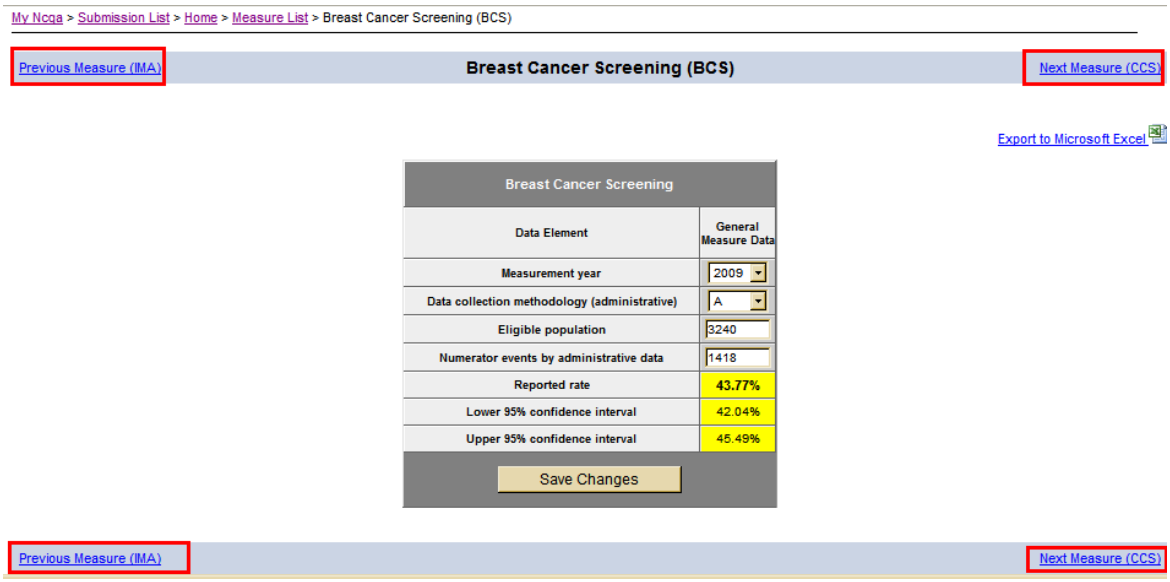
Step 3 Click **Save Changes**.

Note: *Uploaded data will overwrite data entered on the screen. If you enter* **Report Measure** *and* **Benefit Offered** *settings, be sure that subsequent import files have the same settings or that the data elements are removed from the import file.*

Other Options for Nonauditor Users

1. Measure description. If **Report Measure** and **Benefit Offered** are checked, click the measure's description to display the measure detail screen.
2. **Rotated Measure.** The value in the **Rotated Measure** column is determined by the Measurement Year value in the import file or on the data entry screen of the corresponding measure. Rotation applies to the commercial and Medicaid measures in NCQA's rotation strategy described in HEDIS 2011 *Volume 2: Technical Specifications, page 18.*

Next and **Previous Measure** links are located at the top and the bottom of each measure page and allow you to return to the end of the list by clicking **Previous Measure**.



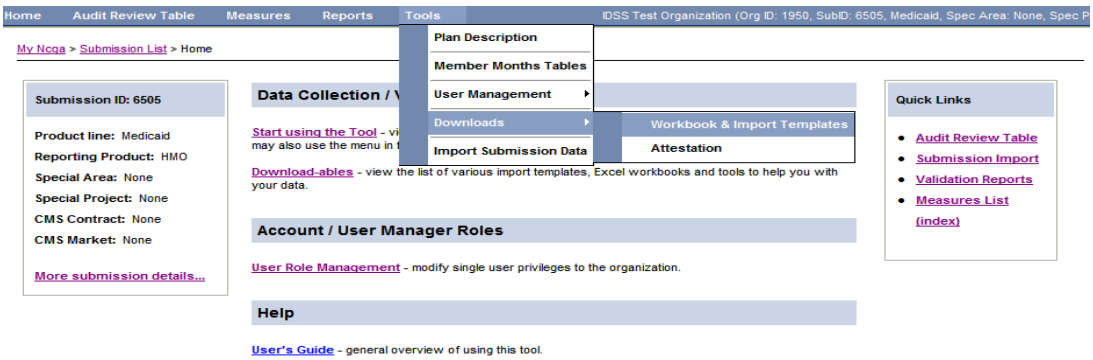
Note: *You must click* ***Save Changes*** *and use the* ***Next\Previous*** *measure buttons to save updates or they will be lost.*

Load Measure Data

Select Import Method

Before you upload a data file, get the correct XML import templates (commercial, Medicaid, Medicare) from the IDSS tool.

Step 1 On the **Home** page, click **Tools, Downloads** and click **Workbook and Import templates.**



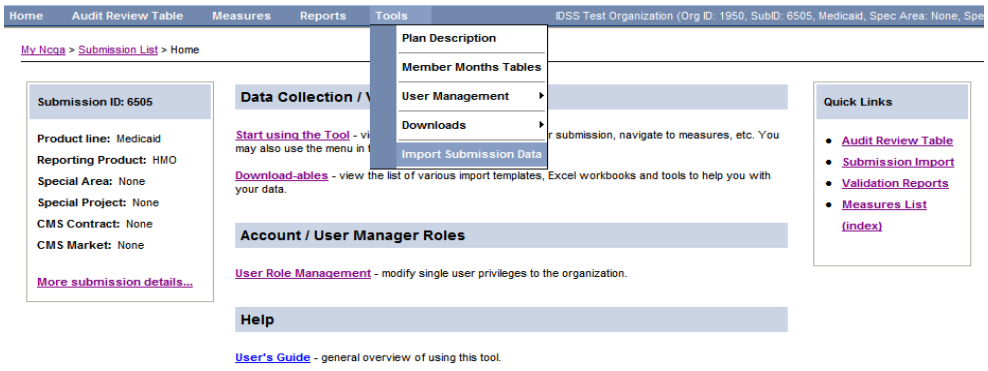
Step 2 Click **Blank Workbook (export)** to get the XML file for the current submission (commercial, Medicare, Medicaid).

Note: *You can also retrieve import files from the NCQA Web site http://www.ncqa.org/tabid/370/Default.aspx The **Workbook & Import Templates** page and the Web site contain an introduction to XML and the import file structure, with descriptions.*

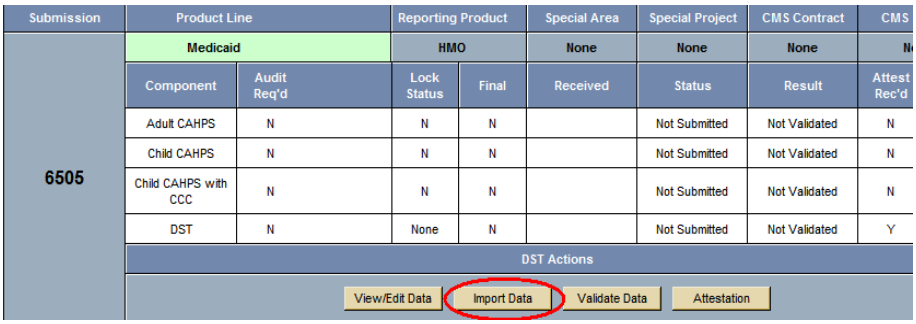
Import a File

Use the appropriate product-line template to import all measure details into IDSS.

Step 1 On the **Menu Bar**, click **Tools/Import Submission Data**. (You can also use the **Import Data** button in the **DST Action** section of the **Submission List** page.)


Home
Audit Review Table
Measures
Reports
Tools
IDSS Test Organization (Org ID: 1950, SubID: 6505, Medicaid, Spec Area: None, Spe
Plan Description
Member Months Tables
User Management
Downloads
Import Submission Data
My Ncqa > Submission List > Home
Submission ID: 6505
Product line: Medicaid
Reporting Product: HMO
Special Area: None
Special Project: None
CMS Contract: None
CMS Market: None
More submission details...
Data Collection / V
Start using the Tool - vi
r submission, navigate to measures, etc. You may also use the menu in t
Download-ables - view the list of various import templates, Excel workbooks and tools to help you with your data.
Account / User Manager Roles
User Role Management - modify single user privileges to the organization.
Help
User's Guide - general overview of using this tool.
Quick Links
Audit Review Table
Submission Import
Validation Reports
Measures List (index)

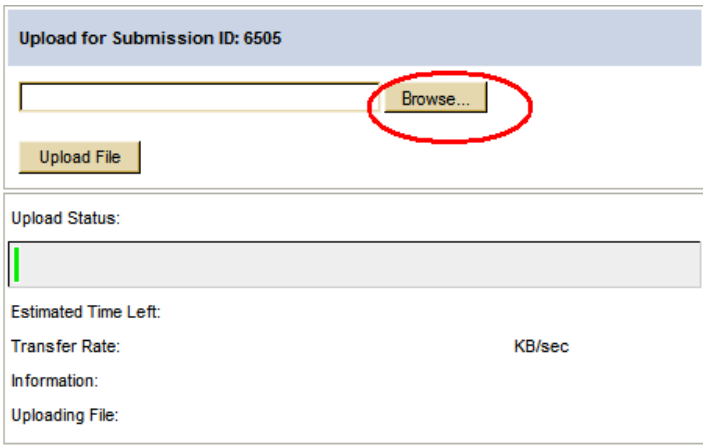
OR



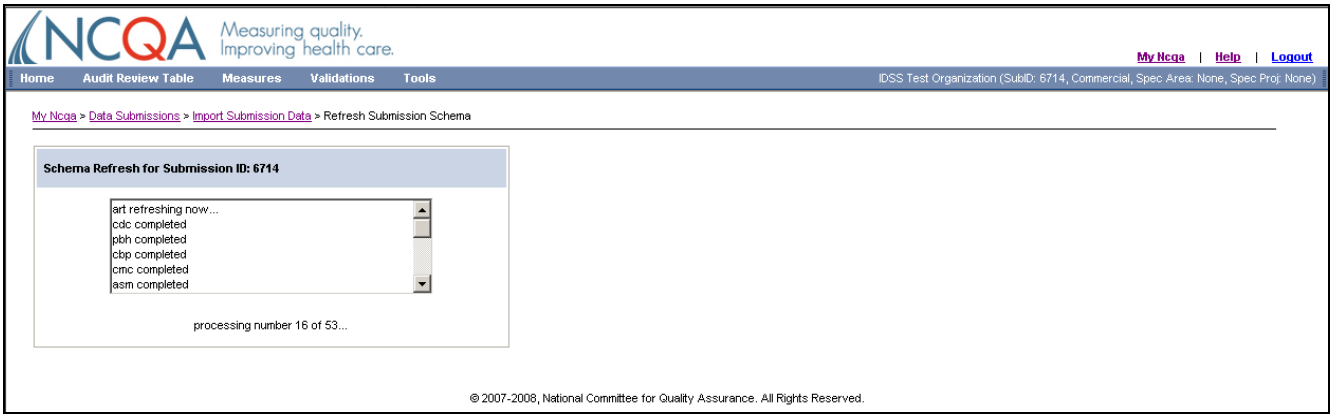
Note: *Plans may zip their XML import files before importing into IDSS.*

Upload a File

Step 1 Click **Browse** to open a browser window and find the correct location and XML file to import into IDSS.

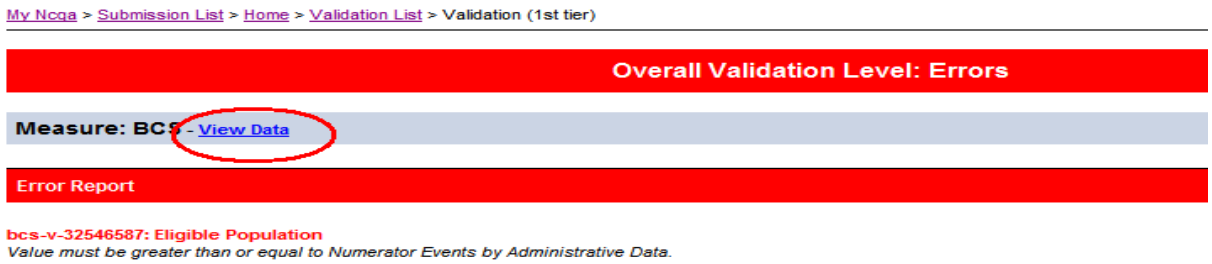


Step 2 As the file uploads, the screen displays each measure being loaded and checked against the Tier 1 Validations.

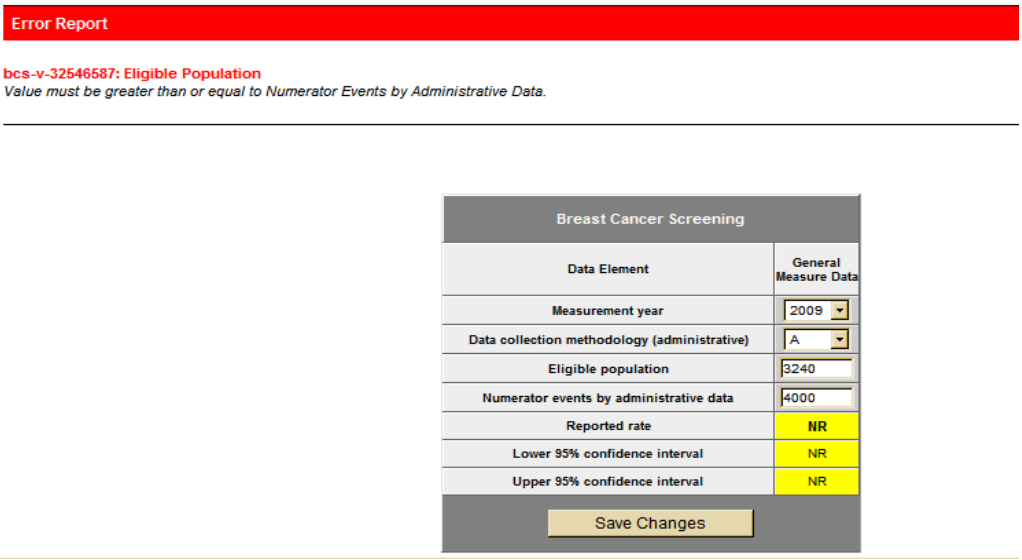

NCQA
Measuring quality. Improving health care.
My Ncqa | Help | Logout
Home
Audit Review Table
Measures
Validations
Tools
IDSS Test Organization (SubID: 6714, Commercial, Spec Area: None, Spec Proj: None)
My Ncqa > Data Submissions > Import Submission Data > Refresh Submission Schema
Schema Refresh for Submission ID: 6714
art refreshing now...
cdc completed
pbh completed
cbp completed
cmc completed
asm completed
processing number 16 of 53...
© 2007-2008, National Committee for Quality Assurance. All Rights Reserved.

Correct Errors

When the upload is complete, the Workbook Validation Report lists errors found in the file, by measure.


My Ncqa > Submission List > Home > Validation List > Validation (1st tier)
Overall Validation Level: Errors
Measure: BCS - View Data
Error Report
bcs-v-32546587: Eligible Population
Value must be greater than or equal to Numerator Events by Administrative Data.

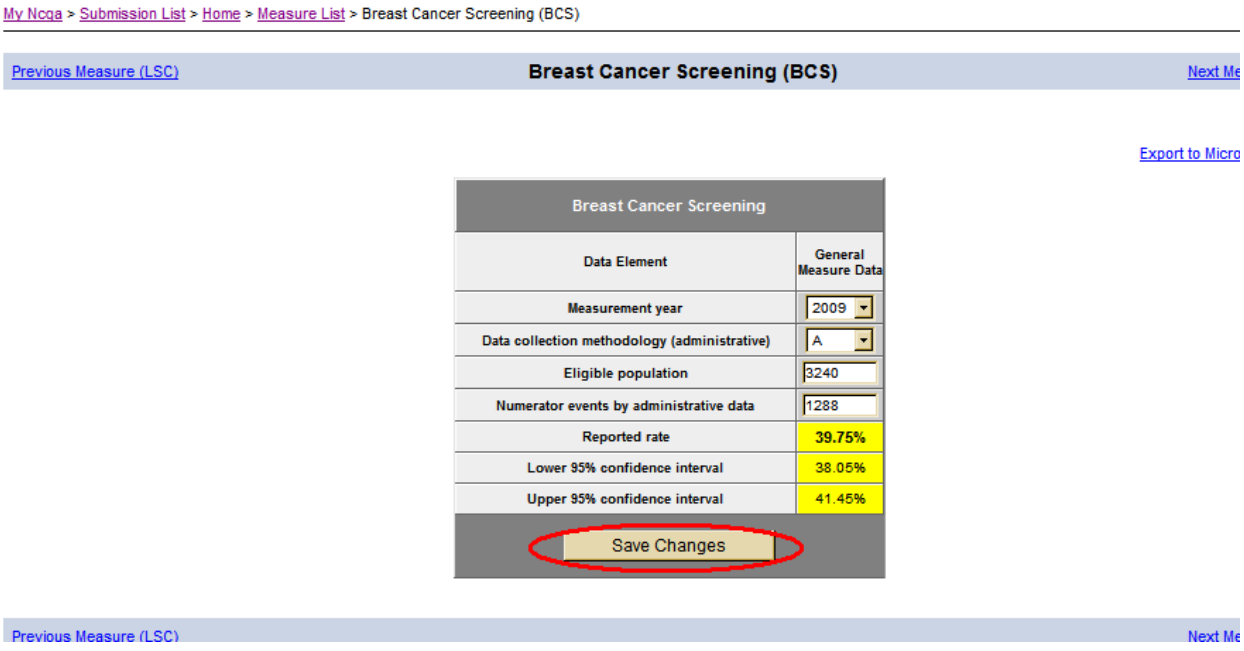
Step 1 Click **View Data** to display measure details and to see error locations.



Step 2 Correct the file.

Step 3 Click **Save Changes**. The error report is removed when all errors are corrected.

Note: *Uploaded data will overwrite data entered on the screen. If you correct the errors on the screen, be sure that subsequent import files have the same corrections or data elements are removed from the import file.*

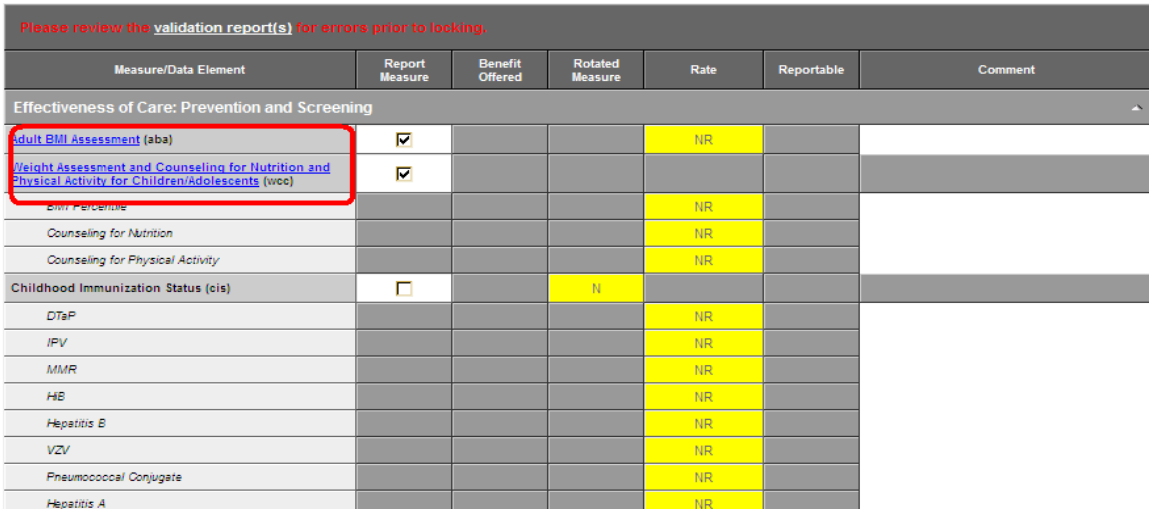


Manual Method

There are several ways to navigate to the measure screens:

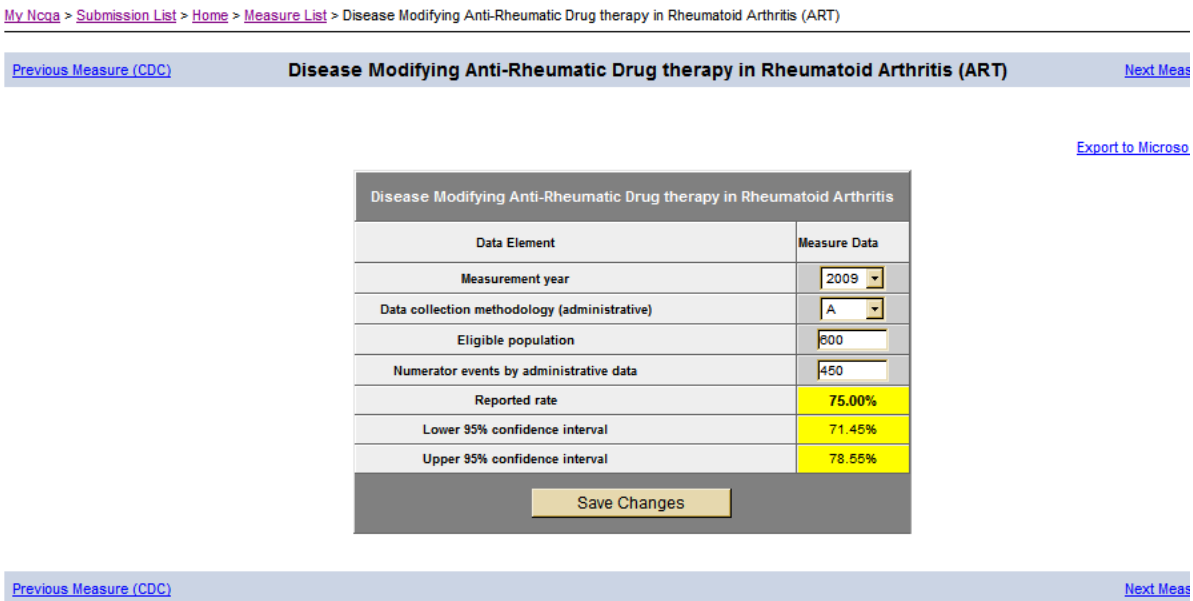
1. On the Menu Bar, click **Measure**. Click to select **a measure domain** or **a specific measure**.
2. On the Menu Bar, click **Measure**. Click **Measure List (Index)** to list all measures on one screen, grouped by domain. If the *Is Reported* column on the Audit Review Table is "false," the measure is not available for data entry. Refer to *Select Measures to Report* to change the values.
3. On the **Audit Review Table**, click any highlighted **Measure/Data Element**.

Step 1 From the ART, select an active measure (highlighted).



Step 2 Enter valid values and click **Save Changes**. Refer to *Valid Values,* below, for more information.

For each measure you report, you must click **Save Changes** before leaving the measure screen. If you leave the screen without saving your changes, you will lose your work.



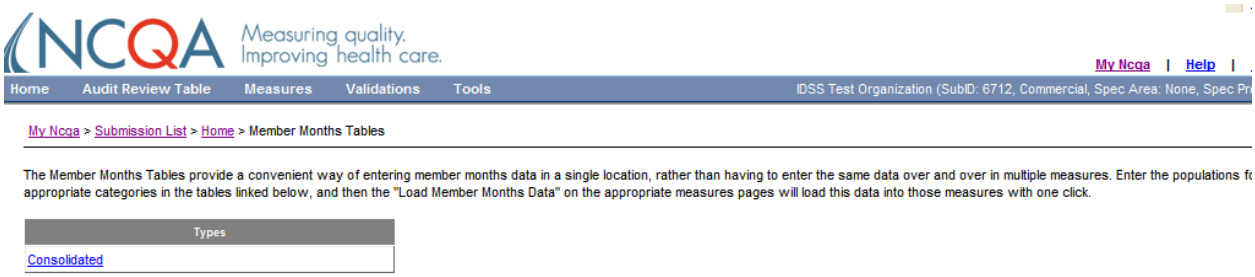
Consolidated Member Months

This year, only one Use of Service measure includes a table for enrollment by member month for specific age and gender categories.

The consolidated Member Months table allows users to enter member months data in one place and move these data to the appropriate measures later. Data entered in the consolidated Member Months table do not carry automatically to individual HEDIS measures, and the Member Months table on the measure screen does not allow manual data entry. Each measure has the option to load the data from the Member Months table and plans must use that option to load the individual measures.

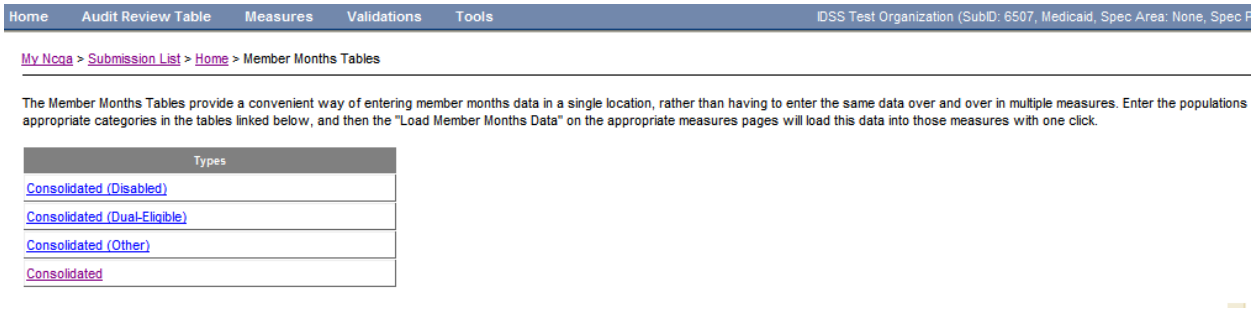
Note: *There are no consolidated table for import files; import the correct member months by age and gender with each measure.*

Step 1 From the Menu Bar, click **Tools**. Click **Member Months Tables**.


NCQA
Measuring quality. Improving health care.
My Ncqa | Help |
Home
Audit Review Table
Measures
Validations
Tools
IDSS Test Organization (SubID: 6712, Commercial, Spec Area: None, Spec Pr
My Ncqa > Submission List > Home > Member Months Tables
The Member Months Tables provide a convenient way of entering member months data in a single location, rather than having to enter the same data over and over in multiple measures. Enter the populations fo
appropriate categories in the tables linked below, and then the "Load Member Months Data" on the appropriate measures pages will load this data into those measures with one click.
Types
Consolidated

Refer to Appendix B for information about specific measures completed by data in consolidated Member Months Tables. Medicaid has three additional Member Months Tables in each benefit category.

1. **Disabled**
2. **Dual Eligible**
3. **Other Populations**


Home
Audit Review Table
Measures
Validations
Tools
IDSS Test Organization (SubID: 6507, Medicaid, Spec Area: None, Spec P
My Ncqa > Submission List > Home > Member Months Tables
The Member Months Tables provide a convenient way of entering member months data in a single location, rather than having to enter the same data over and over in multiple measures. Enter the populations
appropriate categories in the tables linked below, and then the "Load Member Months Data" on the appropriate measures pages will load this data into those measures with one click.
Types
Consolidated (Disabled)
Consolidated (Dual-Eligible)
Consolidated (Other)
Consolidated

Step 2 Select the consolidated Member Months Table.

Consolidated Member Months			
Age	Male	Female	Total
0-1	NR	NR	NR
1-4	NR	NR	NR
5-9	NR	NR	NR
10-14	NR	NR	NR
15-17	NR	NR	NR
18-19	NR	NR	NR
20-24	NR	NR	NR
25-29	NR	NR	NR
30-34	NR	NR	NR
35-39	NR	NR	NR
40-44	NR	NR	NR
45-49	NR	NR	NR
50-54	NR	NR	NR
55-59	NR	NR	NR
60-64	NR	NR	NR

Step 3 In the white data entry cells, enter the number of member months for each age and gender category (round numbers to the nearest whole number).

Step 4 Click **Save Changes**. IDSS calculates the totals.

Repeat these steps for each consolidated Member Months Table.

Step 5 Go to a specific Use of Services measure. Click the **Load Member Months Data** box.

Frequency of Selected Procedures (FSP)

Export to Microsoft Excel

Load Member Months Data

Member Months			
Age	Male	Female	Total
0-4			40
0-9			60
5-19			80
10-19			60
15-44		70	
20-44	50	50	

IDSS pulls member months from the consolidated table by age, gender and type of benefit, and loads the measure-specific table.

Step 6 Click **Save Changes**.

Change Member Months

Follow the steps below to change member months data after using the **Load Member Months** feature.

Step 1 Return to the appropriate Consolidated Member Months Table and change the data.

Step 2 Click **Save Changes**.

Step 3 Return to the measure screen and click **Load Member Months** to update the measure.

Step 4 Click **Save Changes**.

Tier 2 Validations

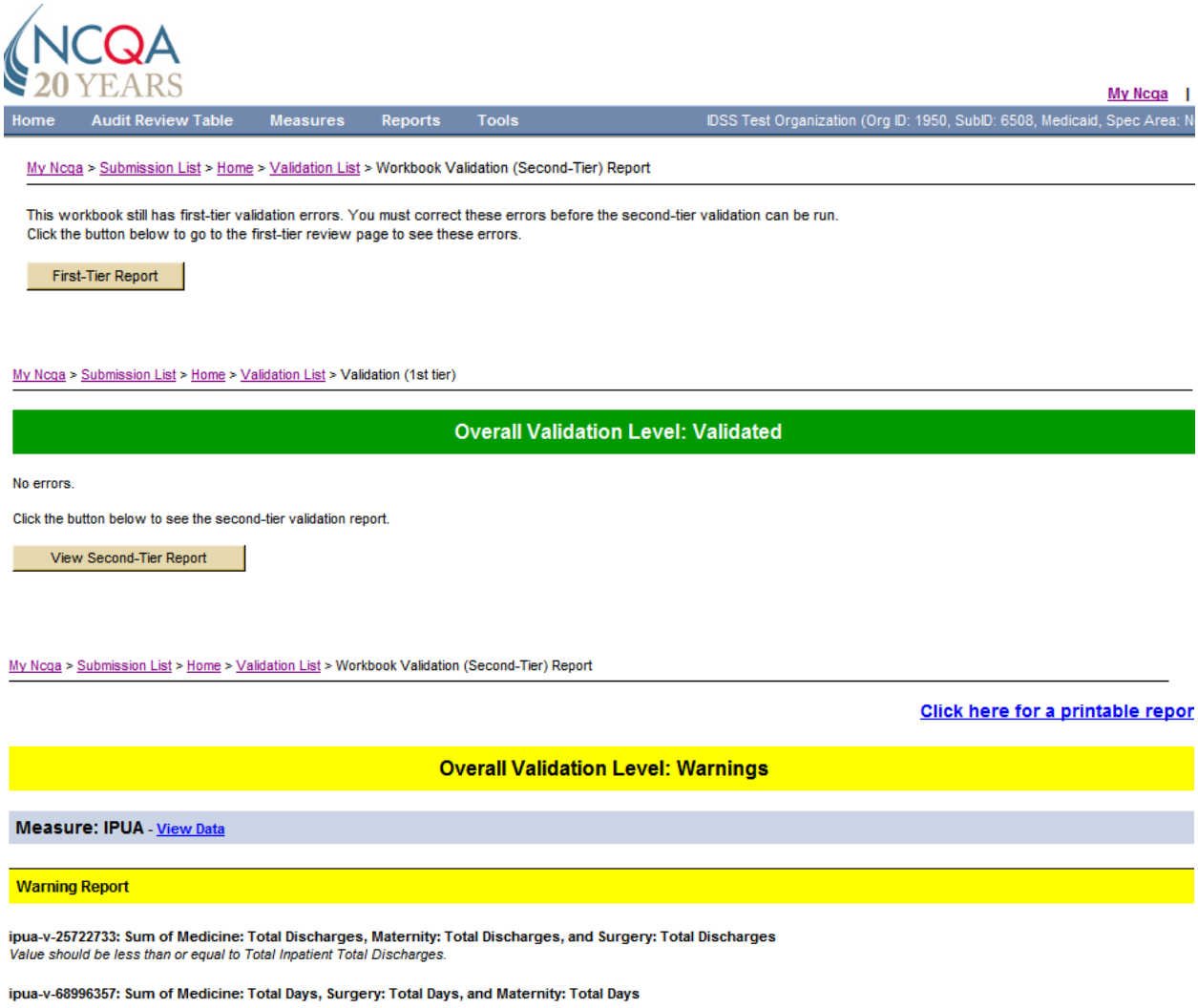
Go to http://www.ncqa.org/tabid/370/Default.aspx for a list of Tier 2 Validations (data validations) and RRU checks.

Plans may not submit the data for Tier 2 Validation until there are no Tier 1 Validation errors. Validation errors must be corrected before locking the files for the auditor. Follow the steps below to see a list of Tier 2 Validation errors.

Step 1 On the Menu Bar, click **Reports** then click **Validations**. Click **Second Tier Validation Report**. A warning will display if there are Tier 1 errors.

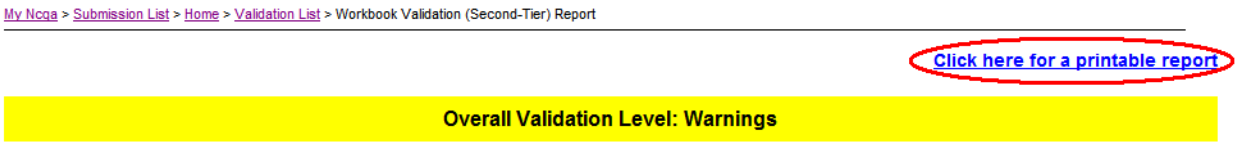
Step 2 Click **First-Tier Report** to see the list of errors to be corrected.

Step 3 Correct the Tier 1 Validation errors and click **View Second-Tier Report**.


NCQA
20 YEARS
My Ncqa |
Home
Audit Review Table
Measures
Reports
Tools
IDSS Test Organization (Org ID: 1950, SubID: 6508, Medicaid, Spec Area: N
My Ncqa > Submission List > Home > Validation List > Workbook Validation (Second-Tier) Report
This workbook still has first-tier validation errors. You must correct these errors before the second-tier validation can be run.
Click the button below to go to the first-tier review page to see these errors.
First-Tier Report
My Ncqa > Submission List > Home > Validation List > Validation (1st tier)
Overall Validation Level: Validated
No errors.
Click the button below to see the second-tier validation report.
View Second-Tier Report
My Ncqa > Submission List > Home > Validation List > Workbook Validation (Second-Tier) Report
Click here for a printable repor
Overall Validation Level: Warnings
Measure: IPUA - View Data
Warning Report
ipua-v-25722733: Sum of Medicine: Total Discharges, Maternity: Total Discharges, and Surgery: Total Discharges
Value should be less than or equal to Total Inpatient Total Discharges.
ipua-v-68996357: Sum of Medicine: Total Days, Surgery: Total Days, and Maternity: Total Days

Validation Report

You can print your validations from the **Workbook Validation Report** or from the **Submission List** screen.


My Ncqa > Submission List > Home > Validation List > Workbook Validation (Second-Tier) Report
Click here for a printable report
Overall Validation Level: Warnings

Note: *When all of errors have been corrected, you can apply the plan lock.*

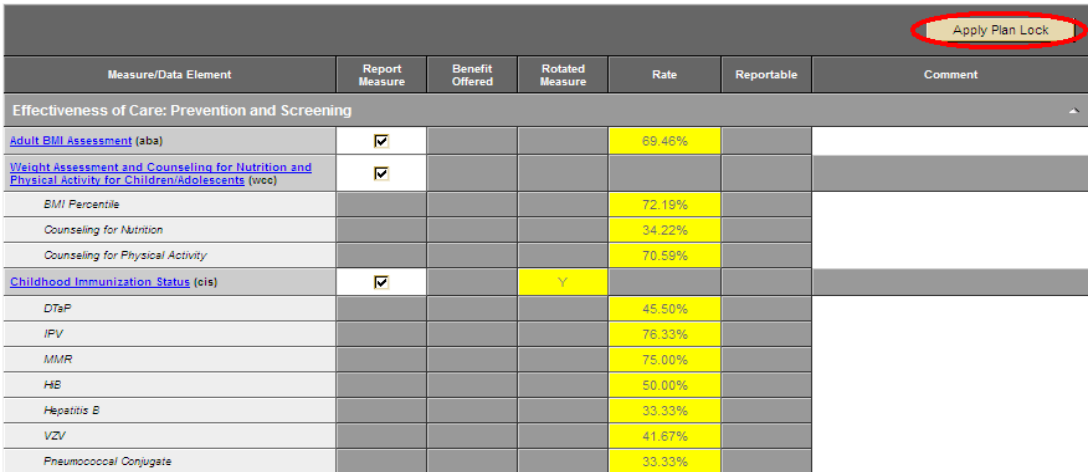
Apply Plan Lock

When you are ready to give the IDSS submission to your NCQA Certified Auditor, you must lock it to prevent further changes to the data. The lock can be applied by the Org Admin *only* if the following conditions are met.

- There are no Tier 1 errors
- There are no Tier 2 errors

Only the auditor can remove the plan lock.

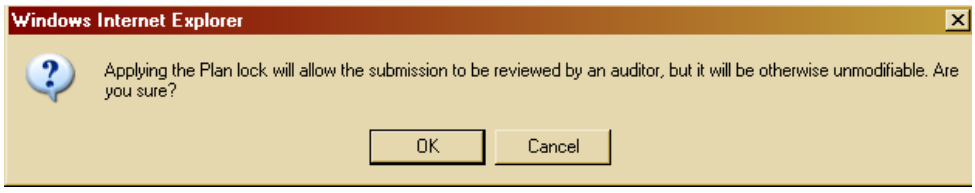
Note: *Data cannot be modified after the submission is locked.*



Measure/Data Element	Report Measure	Benefit Offered	Rotated Measure	Rate	Reportable	Comment
Effectiveness of Care: Prevention and Screening						
Adult BMI Assessment (aba)	☑			69.46%		
Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (wcc)	☑					
BMI Percentile				72.19%		
Counseling for Nutrition				34.22%		
Counseling for Physical Activity				70.59%		
Childhood Immunization Status (cis)	☑		Y			
DTaP				45.50%		
IPV				76.33%		
MMR				75.00%		
HiB				50.00%		
Hepatitis B				33.33%		
VZV				41.67%		
Pneumococcal Conjugate				33.33%		

Step 1 Click **Apply Plan Lock** on the Audit Review Table.

Step 2 Click **OK** in the prompt window.


Windows Internet Explorer
Applying the Plan lock will allow the submission to be reviewed by an auditor, but it will be otherwise unmodifiable. Are you sure?
OK
Cancel

Step 3 Notify the auditor that the data are ready for review.

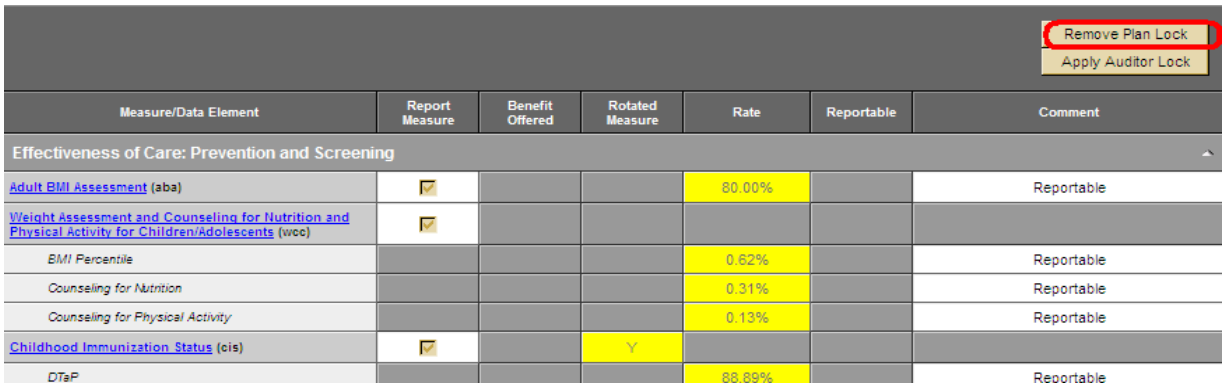
Note: *All data are read-only. Non-audit users can view the data but cannot change it.*

The plan has locked this workbook. Data is read-only.

Breast Cancer Screening	
Data Element	General Measure Data
Measurement year	2008
Data collection methodology (administrative)	A
Eligible population	3240
Numerator events by administrative data	1418
Reported rate	43.77%
Lower 95% confidence interval	42.04%
Upper 95% confidence interval	45.49%

(Auditor Only) Remove Plan Lock

Step 1 Click **Remove Plan Lock**.



(Auditor Only) Audit Review Table Comments

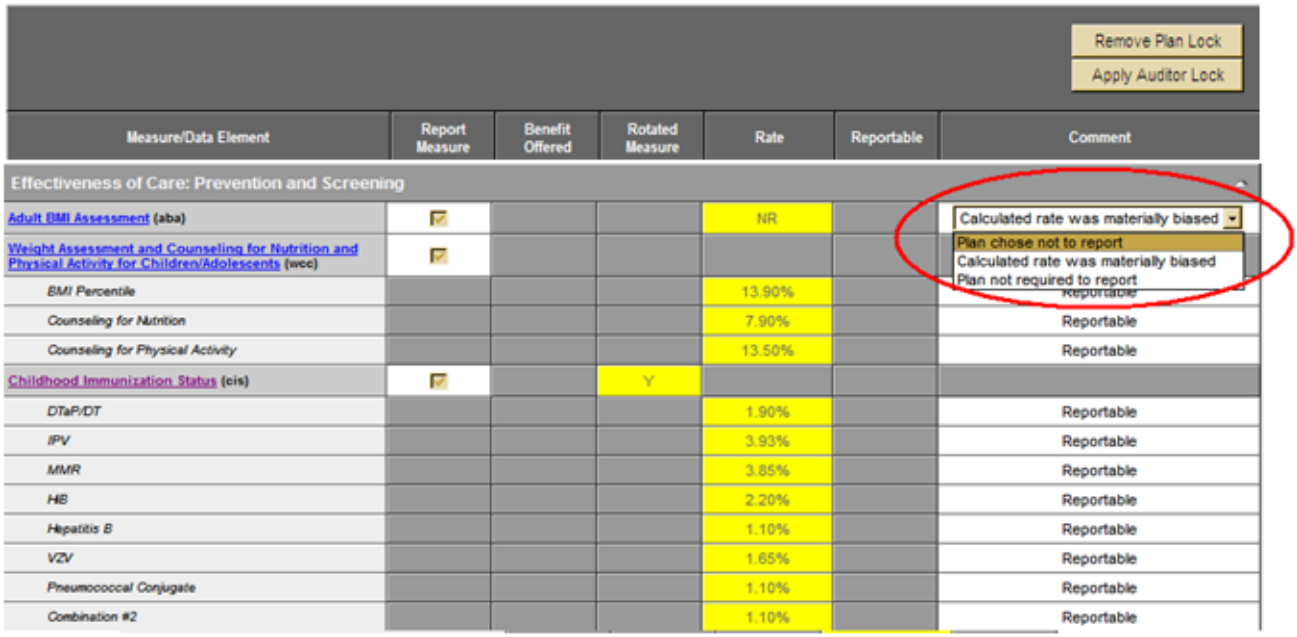
Comments will appear *only* after the plan lock is applied. If the plan did not select the measure the comments will remain blank. Auditors cannot add free text to the fields. Below are the definitions for the comments.

Commercial

Report Measure	Rate	Comment
System Default		
Unchecked	NR	Blank
After Plan Lock Applied		
Unchecked	NR	Blank
Yes	Any rate	Reportable
Yes	NR	1. Plan chose not to report (Default) 2. Calculated rate was materially biased 3. Plan not required to report
Yes	NB	Required benefit not offered
Yes	NA	Denominator fewer than 30

Medicaid and Medicare

Report Measure	Rate	Comment
System Default		
Unchecked	NR	Blank
After Plan Lock Applied		
Unchecked	NR	Blank
Yes	Any rate	Reportable
Yes	NR	1. Calculated rate was materially biased (Default- **Medicare**) 2. Plan chose not to report (Default – **Medicaid)** 3. Plan not required to report
Yes	NB	Required benefit not offered
Yes	NA	Denominator fewer than 30



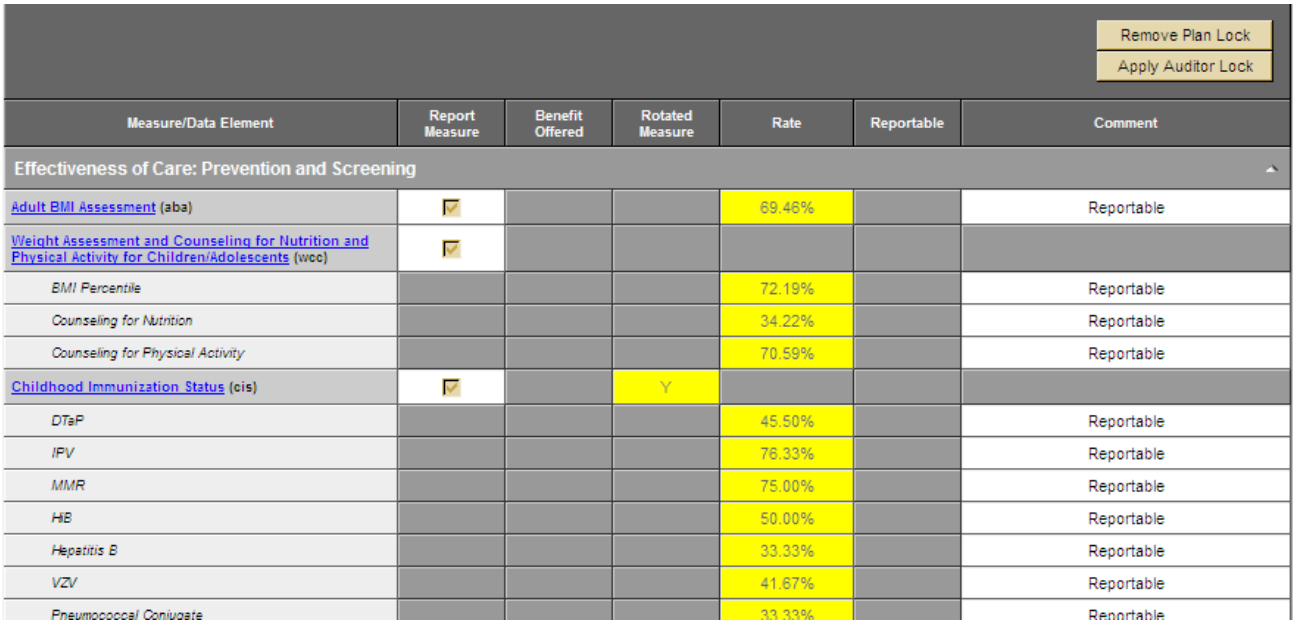
(Auditor Only) Apply Auditor Lock

The Auditor Lock marks a submission as final. It cannot be applied unless the following conditions are met.

- The IDSS submission is free of errors
- There are no CAHPS checks violations, when applicable (commercial and Medicaid)
- The plan lock has been applied

The auditor lock can be applied *only* by auditors with auditor rights and the NCQA-assigned password.

Step 1 Display the Audit Review Table.



Measure/Data Element	Report Measure	Benefit Offered	Rotated Measure	Rate	Reportable	Comment
Effectiveness of Care: Prevention and Screening						
Adult BMI Assessment (aba)	☑			69.46%		Reportable
Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (wcc)	☑					
BMI Percentile				72.19%		Reportable
Counseling for Nutrition				34.22%		Reportable
Counseling for Physical Activity				70.59%		Reportable
Childhood Immunization Status (cis)	☑		Y			
DTaP				45.50%		Reportable
IPV				76.33%		Reportable
MMR				75.00%		Reportable
HiB				50.00%		Reportable
Hepatitis B				33.33%		Reportable
VZV				41.67%		Reportable
Pneumococcal Conjugate				33.33%		Reportable

Step 2 Verify that all data are correct by checking the following data elements.

Rotated Measure. The value in this column is determined by the "Measurement Year" on the data entry screen of the corresponding measure. Be sure the plan is eligible for the measure selected for rotation. The column will display the following information.

- **N**
  - If the measurement year is NR
  - If the audit status of the measure has not been reported
  - If "2010" is selected on the data entry screen
- **Y**
  - If the measurement year 2009 is selected on the data entry screen

Rate. Review the value in this column for each measure selected and completed by the plan. This value cannot be changed unless the auditor removes the Plan Lock and makes changes on the measure detail screen.

Reportable. This column shows the rate (except for CAHPS measures) and displays the following information.

- **R**
  - The rate for the measure is a value (e.g., 93.0)
  - The rate for the measure is **NA** (set by the system because the denominator was fewer than 30)
  - The plan has unchecked the **Benefit Offered** box (the rate is set at **NB**)
  - *(For table measures)* A data element other than member months shows a numeric value
- **NR**
  - The measure's rate is **NR**
  - *(For table measures)* All data elements of the table other than member months are **NR**
  - Choose the appropriate designation when there is **NR**

Note: *The Reportable column is not used, but displays in the 2011 version of the IDSS. It cannot be changed by the auditor and does not affect results.*

Reportable for Satisfaction With the Experience of Care. Use the checkbox in the *Reportable* column to validate that the Survey Sample Frames were reviewed and approved for submission to the NCQA Certified Survey Vendor for the following.

- CAHPS Health Plan Survey 4.0H, Adult Version (CPA), Child (CPC) and Children with Chronic Conditions (CCC)

Comment: This column further clarifies the rate. The chart below shows the descriptions for the value of the rate.

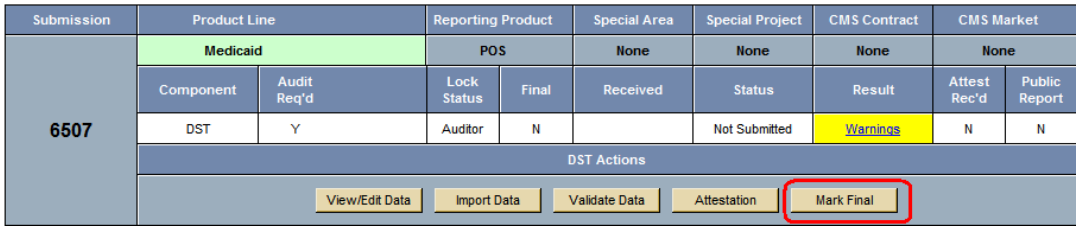
Rate/Result	Description
0–XXX	Reportable measure
NA	The denominator was fewer than 30
NB	The MCO does not offer the required benefits
NR	The MCO chose not to report the measure **(the default)**, ***or*** The rate was materially biased**.**

Submit Data to NCQA

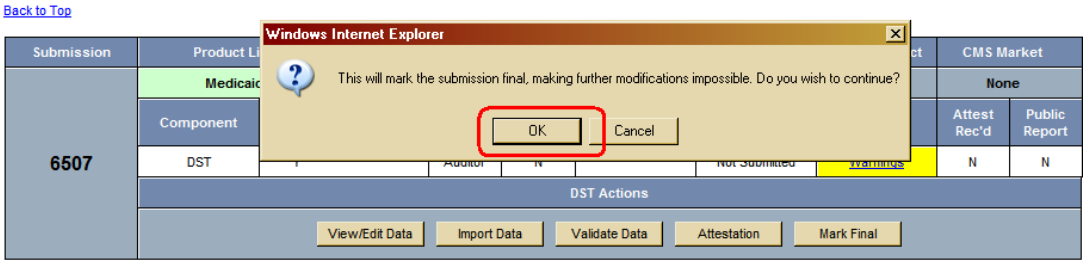
Once all validations are corrected and the auditor has applied the lock, you are ready to submit data to NCQA.

Step 1 Navigate to the **Submission List** page. Locate the organization you want to mark final.

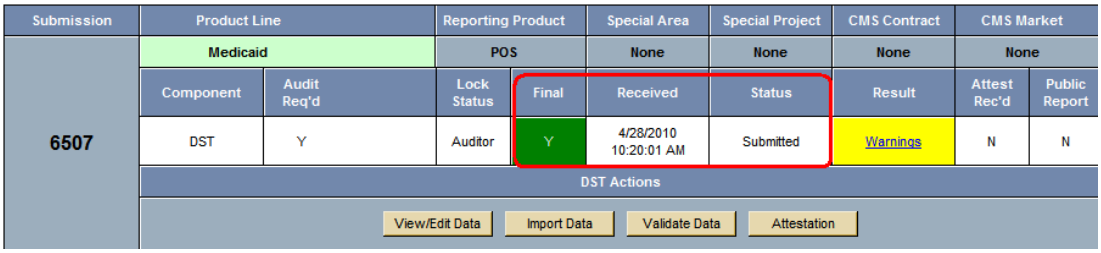
Step 2 Click the **Mark Final** link.



Step 3 Click **OK** on the warning pop-up box.



Step 4 The system will refresh to confirm that the submission has been marked final. An e-mail notification will be sent.



Step 5 Print or Download the Final Submission Report for your records (see print instructions page 41).

Print

You can print pages from IDSS using two methods.

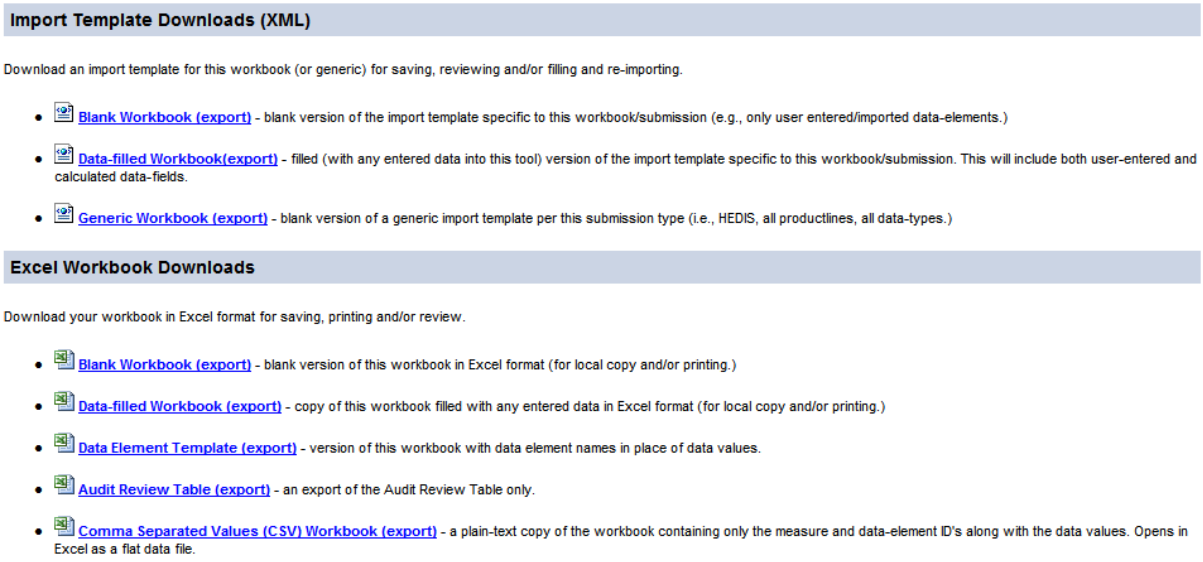
1. Export all data for the submission ID into one Excel workbook and print the entire workbook.
2. From the **Measure Detail** screen, click **Export to Microsoft Excel** and print the measure from the Excel file.

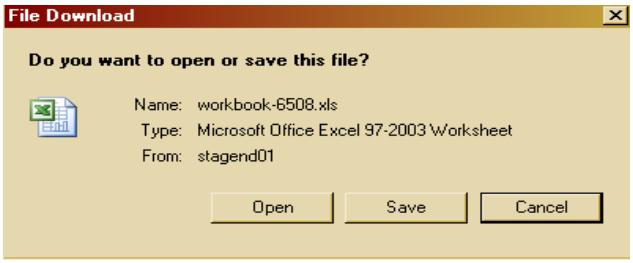
Note: *Data in the Excel files are not protected and are not formatted for a specific printer.*

Print the Entire IDSS

Step 1 From the Menu Bar, click **Tools**. Click **Downloads**. Click **Workbook and Import Templates**.

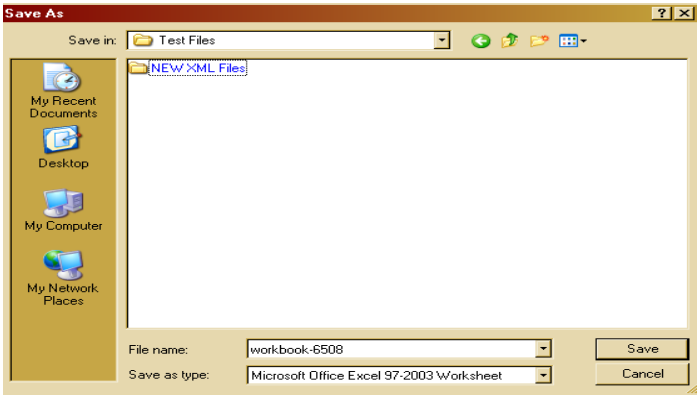
Step 2 Click **Data-filled Workbook (export)** under **Excel Workbook Downloads**.


Import Template Downloads (XML)
Download an import template for this workbook (or generic) for saving, reviewing and/or filling and re-importing.
Blank Workbook (export) - blank version of the import template specific to this workbook/submission (e.g., only user entered/imported data-elements.)
Data-filled Workbook(export) - filled (with any entered data into this tool) version of the import template specific to this workbook/submission. This will include both user-entered and calculated data-fields.
Generic Workbook (export) - blank version of a generic import template per this submission type (i.e., HEDIS, all productlines, all data-types.)
Excel Workbook Downloads
Download your workbook in Excel format for saving, printing and/or review.
Blank Workbook (export) - blank version of this workbook in Excel format (for local copy and/or printing.)
Data-filled Workbook (export) - copy of this workbook filled with any entered data in Excel format (for local copy and/or printing.)
Data Element Template (export) - version of this workbook with data element names in place of data values.
Audit Review Table (export) - an export of the Audit Review Table only.
Comma Separated Values (CSV) Workbook (export) - a plain-text copy of the workbook containing only the measure and data-element ID's along with the data values. Opens in Excel as a flat data file.



Step 3 Click **Save**.

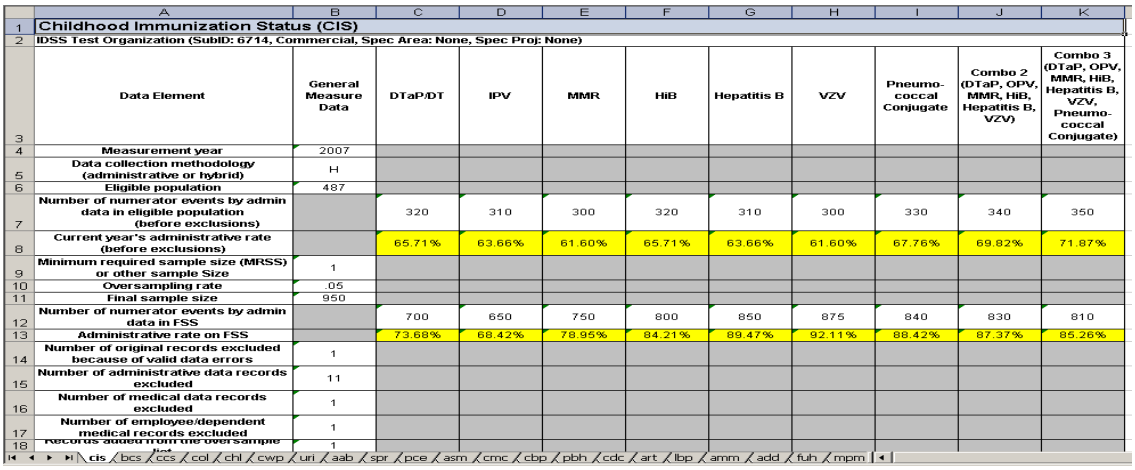
Step 4 Select a name and file location for the workbook and click **Save**. (The workbook might take a few minutes to save.)



Step 5 Open the saved workbook.

Step 6 From the Menu Bar, click **File**. Click **Print**.

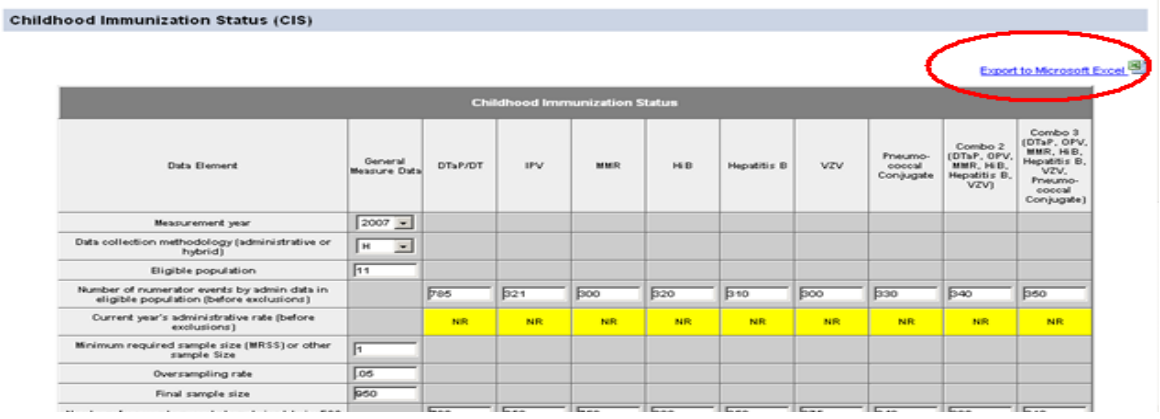
Note: *Each measure prints on its own page. To apply printer settings to every measure, right-click any measure name at the bottom of the page and choose* **Select All Sheets**. *Click* ***File***. *Click* ***Page Setup***. *If you change the settings, the changes will apply to all measures.*

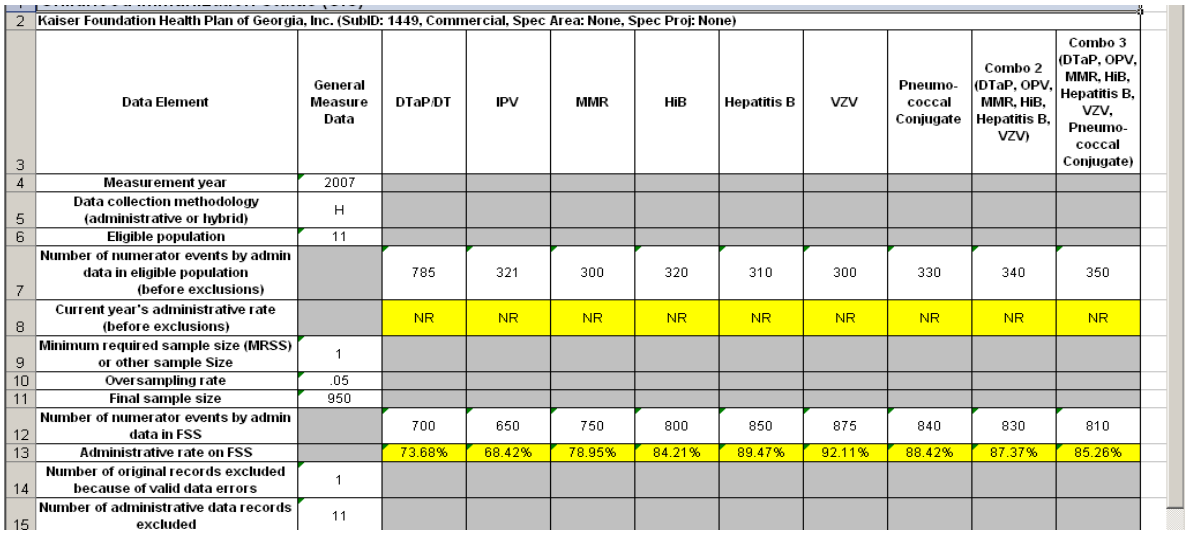


Childhood Immunization Status (CIS)										
IDSS Test Organization (SubID: 6714, Commercial, Spec Area: None, Spec Proj: None)										
Data Element	General Measure Data	DTaP/DT	IPV	MMR	HiB	Hepatitis B	VZV	Pneumo-coccal Conjugate	Combo 2 (DTaP, OPV, MMR, HiB, Hepatitis B, VZV)	Combo 3 (DTaP, OPV, MMR, HiB, Hepatitis B, VZV, Pneumo-coccal Conjugate)
Measurement year	2007									
Data collection methodology (administrative or hybrid)	H									
Eligible population	487									
Number of numerator events by admin data in eligible population (before exclusions)		320	310	300	320	310	300	330	340	350
Current year's administrative rate (before exclusions)		65.71%	63.66%	61.60%	65.71%	63.66%	61.60%	67.76%	69.82%	71.87%
Minimum required sample size (MRSS) or other sample Size	1									
Oversampling rate	.05									
Final sample size	950									
Number of numerator events by admin data in FSS		700	650	750	800	850	875	840	830	810
Administrative rate on FSS		73.68%	68.42%	78.95%	84.21%	89.47%	92.11%	88.42%	87.37%	85.26%
Number of original records excluded because of valid data errors	1									
Number of administrative data records excluded	11									
Number of medical data records excluded	1									
Number of employee/dependent medical records excluded	1									
Records added from the oversample list	1									

Print Individual Measures

Step 1 From the **Measure Detail** screen, click the measure you want to print, and click **Export Microsoft Excel**.





2	Kaiser Foundation Health Plan of Georgia, Inc. (SubID: 1449, Commercial, Spec Area: None, Spec Proj: None)											
3	Data Element	General Measure Data	DTaP/DT	IPV	MMR	HiB	Hepatitis B	VZV	Pneumo-coccal Conjugate	Combo 2 (DTaP, OPV, MMR, HiB, Hepatitis B, VZV)	Combo 3 (DTaP, OPV, MMR, HiB, Hepatitis B, VZV, Pneumo-coccal Conjugate)
4	Measurement year	2007									
5	Data collection methodology (administrative or hybrid)	H									
6	Eligible population	11									
7	Number of numerator events by admin data in eligible population (before exclusions)		785	321	300	320	310	300	330	340	350
8	Current year's administrative rate (before exclusions)		NR	NR	NR	NR	NR	NR	NR	NR	NR
9	Minimum required sample size (MRSS) or other sample Size	1									
10	Oversampling rate	.05									
11	Final sample size	950									
12	Number of numerator events by admin data in FSS		700	650	750	800	850	875	840	830	810
13	Administrative rate on FSS		73.68%	68.42%	78.95%	84.21%	89.47%	92.11%	88.42%	87.37%	85.26%
14	Number of original records excluded because of valid data errors	1									
15	Number of administrative data records excluded	11									

Step 2 Click **Save**.

Step 3 Select a name and file location for the workbook and click **Save**.

Step 4 Open the saved workbook.

Step 5 From the Menu Bar, click **File**. Click **Print**.

Other Tools and Hints

Submissions: 6505 6508 6509 6511 6512 6513 6711 6712 6714 7345 9403

Back to Top

Submission	Product Line		Reporting Product		Special Area	Special Project	CMS Contract	CMS Market	
6505	Medicaid		HMO		None	None	None	None	
	Component	Audit Req'd	Lock Status	Final	Received	Status	Result	Attest Rec'd	Public Report
	Adult CAHPS	N	N	N		Not Submitted	Not Validated	N	N
	Child CAHPS	N	N	N		Not Submitted	Not Validated	N	N
	Child CAHPS with CCC	N	N	N		Not Submitted	Not Validated	N	N
	DST	N	None	N		Not Submitted	Not Validated	Y	Y
	DST Actions								
	View/Edit Data	Import Data	Validate Data	Attestation					

Check Submission Status

The **Data Submission** page lists the submission types available for each organization ID and displays a quick view of some submission information.

- **Component:** The type of data submitted under the submission ID.
  - *DST:* Volume 2 HEDIS measures
  - Adult CAHPS, Child CAHPS, Child CAHPS with CCC, HOS Baseline and Follow-up collected and submitted by the Survey Vendor on your behalf
- **Audit Req'd:** Indicates this submission requires the data to be audited.
- **Lock Status:** Indicates if the Auditor has applied the Auditor lock on the submission.
  - *None:* The submission is not locked
  - *Plan:* The plan has locked the submission so that data may not be modified, but an auditor can make comments
  - *Auditor:* Neither the plan nor the auditor may make any more changes
- **Final:** Indicates whether the submission has been marked as Final
  - If this is "N", the **"Mark Final**" button will only appear if the submission is eligible to be marked final *(for DST components*, this means that it has passed all validation; plan and auditor locks are applied).
- **Received:** The date and time that the submission is marked Final.
- **Status:** There are four possible statuses.
  - *Not Submitted:* The submission has not been marked Final.
  - *Submitted:* The submission has been marked Final.
  - *Reported:* The final report of the data submitted is available for download into excel

- **Result:** There are five possible results.
  1. *Invalid File:* The status reads “submitted“but the data was unable to be validated because of errors in the file.
  2. *Not Validated:* The submission has not been run through the 2nd Tier Validations.
  3. *Errors:* The submission cannot be validated due to 2nd Tier errors. All errors must be corrected in order to mark final. Errors will display in red.
  4. *Warning:* The submission has 2nd Tier warnings but no errors and can be marked final. Warnings will display in yellow.
  5. *Validated:* The submission has no 2nd Tier errors or warnings and can be marked Final. No errors will display in green.
- **Attest Rec’d:** Indicates that the attestation was received.
- **Public Report:** Indicates the public reporting decision.
  – The administrator clicks on the **Attestation** button to indicate the intentions for public reporting.

High Level—Detail Reports

Click the **Detail Report** link to verify the status of the organizations and submission IDs listed under **Organization(s) Manager**.

My Ncqa
Multiple User Management
Organization Management Tool - Add, modify, or remove multiple users from an organization.
User Management Tool - Add, modify, or remove a user from multiple organizations.
Organization(s) Manager - Detail Report
OrgID
Name
1950
IDSS Test Organization
My Manager
Change Password

My Ncqa > Combined Report

Submission ID	Org ID	Org Name		Product Line	Reporting Product	Special Project	Special Area				
6505	1950	IDSS Test Organization		Medicaid	HMO	None	None				
Component	Received Date	Status	Result	Last Import File	Last Import By	Last Import Time	Audit Req'd	Lock Status	Attest Rec'd	Public Report	Final
Adult CAHPS		Not Submitted	Not Validated				N	N	N	N	N
Child CAHPS		Not Submitted	Not Validated				N	N	N	N	N
Child CAHPS with CCC		Not Submitted	Not Validated				N	N	N	N	N
DST		Not Submitted	Not Validated	H:\Information Technology & Information Products\Data Collection Operations\IDSS\IDSS 2010\Testing\Test Files\GoodData_Medicaid.xml	gharris@ncqa.org	4/16/2010 11:06:57 AM	N	N	Y	Y	N

Submission ID	Org ID	Org Name		Product Line	Reporting Product	Special Project	Special Area				
6508	1950	IDSS Test Organization		Medicaid	PPO	None	None				
Component	Received Date	Status	Result	Last Import File	Last Import By	Last Import Time	Audit Req'd	Lock Status	Attest Rec'd	Public Report	Final

Valid Values

The table below shows the valid values that IDSS expects.

Value Types	Validation Check
Measurement year (not rotated)	2010, NR
Measurement year (rotated measures)	2009, 2010, NR
Data collection methodology (Administrative or Hybrid)	A, H, NR
Data collection methodology (Hybrid)	H, NR
Data collection methodology (Administrative)	A, NR
Most number fields	Integer > = 0, NR,
For fields that can be any type of number	Numeric value > = 0, NR,
Data source (found in LDM and RDM)	Value must be *CMS, MCO Direct, Surname analysis/geo-coding, Multiple sources* or *Other*

Report NB, NA and NR

If you do not provide the benefit required by the measure and do not want to report the measure, uncheck the **Benefit Offered** box for the measure in the Audit Review Table. The rate will then show as **NB**.

If data has been imported for this measure, you must remove the data before you can lock the Audit Review Table. Refer to *Unreported Measures***,** page 48.

IDSS automatically sets the rate to **NA** if you enter a denominator of less than 30.

Report **NR** if you don't want to submit the measure or if your auditor determines the rate is materially biased and not reportable. The auditor will use the *Comment* field to distinguish the reason for the NR rate.

Plans are required to report CMS-listed HEDIS measures as part of their Medicare Advantage (MA) contract. For Medicare measures required by CMS, plans should report **NR** *only* if the auditor determines the measure is not reportable due to biased data.

Plans may report **NR** for Medicare measures that CMS does not require.

Import

Plans can import data using the product-specific templates or a generic import template in XML format (the generic template includes the measures across all product lines, but excludes the audit elements). The Import Templates for 2011 are on the **Workbook and Import Templates** page. They are also posted on the NCQA Web site at http://www.ncqa.org/tabid/370/Default.aspx. Refer to *Import Method* for more detailed information.

Note: *Zip the XML import files before importing them into IDSS to reduce upload time.*

Validation Reports

These tools let plans view their import history and Tier 1 and Tier 2 Validation Reports. To view these reports, from the Menu Bar, click **Tools**. Click **Downloads**. Click **Validation Reports**.

- **Import Validation Report (per import/history)**. Shows the history of imports and any problems that occurred during import.
- **Tier 1 Validation:** Shows all errors and warnings found in the file during data import, by measure. A link to the measure takes the user to the **Measure Detail** screen, where errors and warnings can be corrected. If the user enters data manually, Tier 1 Validations are done when **Save Changes** is clicked. Invalid values are listed above the data entry table.
- **Tier 2 Validation:** Shows all errors and warnings found when you run the data through the Data Quality Checks. Refer to *Tier 2 Validation* and *Submitting Final Data* for instructions.

Download Files

These tools let plans download a variety of templates and tools to use for working with data. Go to **Workbook & Import Templates**.

Import Template Downloads (XML)

- **Blank Workbook.** A blank version of the import template specific to the submission's product line (commercial, Medicaid, Medicare).
- **Data Filled Workbook:** An XML file with all data entered for the submission, including data imported or entered by the user and the calculated cells.
- **Generic Work.** A blank version of the import template that includes all data elements for all measures, across all product lines, excluding the audit elements.

Excel Workbook Downloads

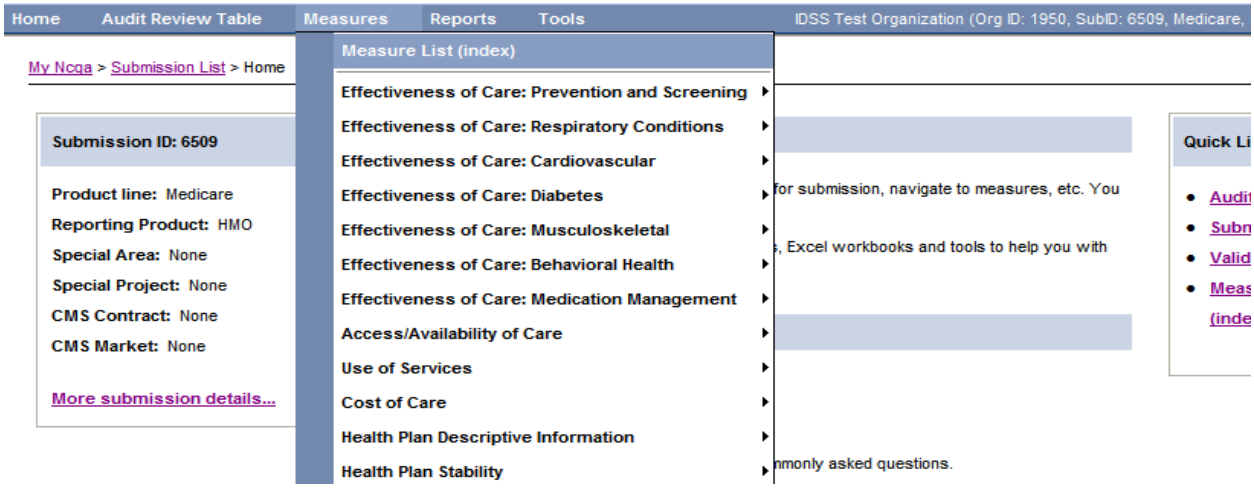
- **Blank Workbook.** Blank version of this workbook in Excel format (for local copy and for printing).
- **Data-Filled Workbook.** Filled (with data entered into the workbook) copy of this workbook in Excel format (for local copy and for printing).
- **Data Element Template.** Blank version of this workbook with data element names in place of data values.
- **Audit Review Table.** Export of the Audit Review Table only
- **CSV Workbook.** Plain-text copy of the workbook containing only the measure and data-element ID's and data values. Opens in Excel as a flat data file.
- **CSV Audit Review Table.** Plain-text copy of the workbook containing only the measure and data-element ID's and data values. Opens in Excel as a flat data file.
- **Note: Data exported** from the IDSS are not protected. Only the IDSS can be locked and protected from further updates.

Means and Percentiles

- HEDIS 2010 CAHPS HMO
- HEDIS 2010 CAHPS PPO
- HEDIS 2010 Commercial HMO
- HEDIS 2010 Commercial PPO
- HEDIS 2010 Medicaid HMO
- HEDIS 2010 Medicare HMO
- HEDIS 2010 Medicare PPO
- HEDIS 2010 Benefit Specific Enrollment
- HEDIS 2010 Means, Percentiles and Ratios (combined files)

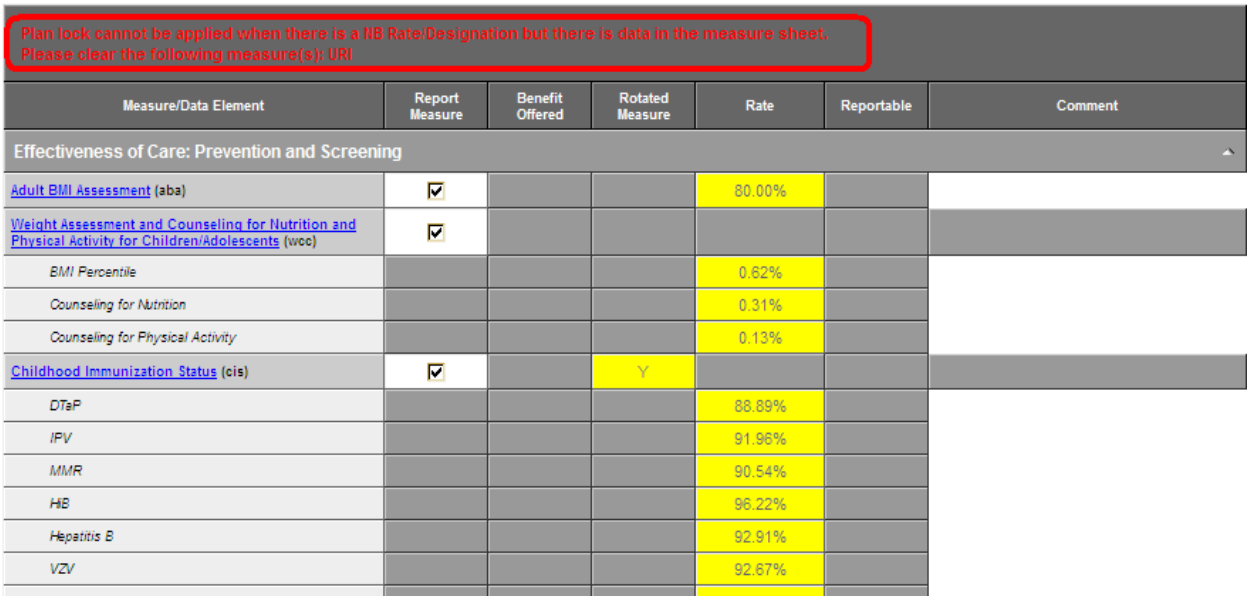
Measure List Index

Lists all measures available in the IDSS.



Unreported Measures

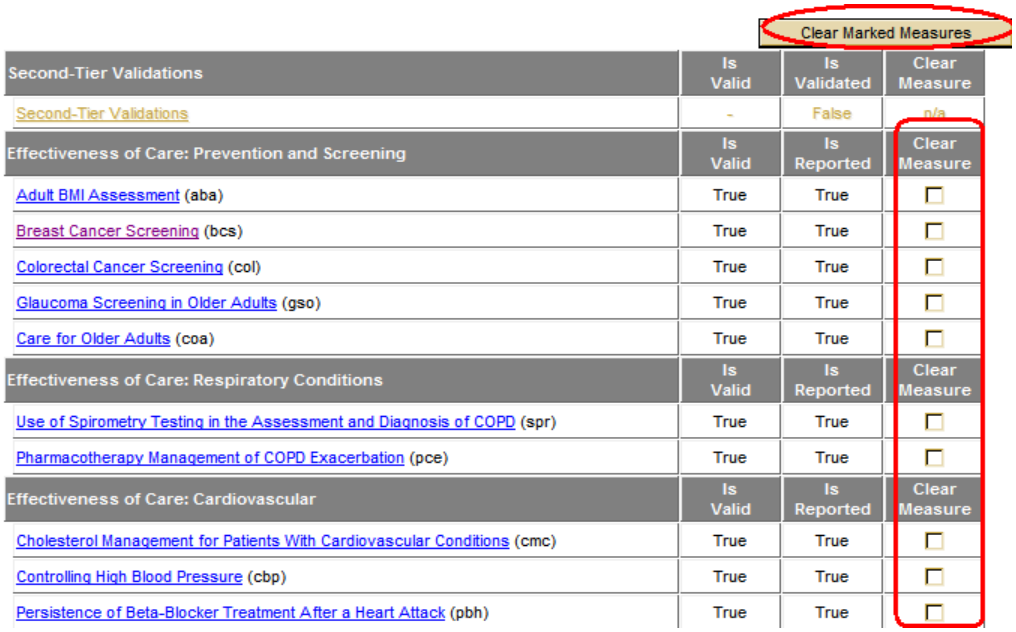
A warning message will display on the Audit Review Table if there are data in a measure screen that you chose not to report. To lock the table the data must be removed.


Plan lock cannot be applied when there is a NB Rate/Designation but there is data in the measure sheet.
Please clear the following measure(s): URI

Measure/Data Element	Report Measure	Benefit Offered	Rotated Measure	Rate	Reportable	Comment
Effectiveness of Care: Prevention and Screening						
Adult BMI Assessment (aba)	☑			80.00%		
Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (wcc)	☑					
BMI Percentile				0.62%		
Counseling for Nutrition				0.31%		
Counseling for Physical Activity				0.13%		
Childhood Immunization Status (cis)	☑		Y			
DTaP				88.89%		
IPV				91.96%		
MMR				90.54%		
HiB				96.22%		
Hepatitis B				92.91%		
VZV				92.67%		

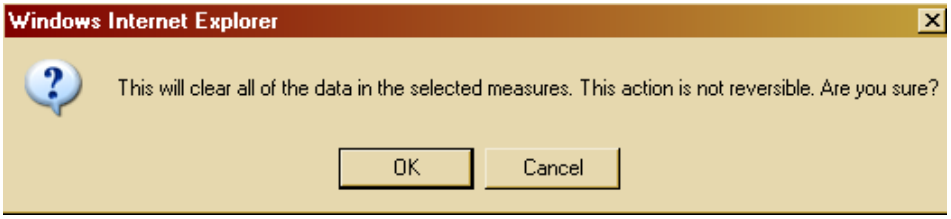
Step 1 On the **Tool** bar, click **Measures** and select **Measure List Index**.

Step 2 Click the **Clear Measure** check box for the desired measures. Click the **Clear Marked Measures** button at the top of the screen.



Second-Tier Validations	Is Valid	Is Validated	Clear Measure
Second-Tier Validations	-	False	n/a
Effectiveness of Care: Prevention and Screening	**Is Valid**	**Is Reported**	**Clear Measure**
Adult BMI Assessment (aba)	True	True	☐
Breast Cancer Screening (bcs)	True	True	☐
Colorectal Cancer Screening (col)	True	True	☐
Glaucoma Screening in Older Adults (gso)	True	True	☐
Care for Older Adults (coa)	True	True	☐
Effectiveness of Care: Respiratory Conditions	**Is Valid**	**Is Reported**	**Clear Measure**
Use of Spirometry Testing in the Assessment and Diagnosis of COPD (spr)	True	True	☐
Pharmacotherapy Management of COPD Exacerbation (pce)	True	True	☐
Effectiveness of Care: Cardiovascular	**Is Valid**	**Is Reported**	**Clear Measure**
Cholesterol Management for Patients With Cardiovascular Conditions (cmc)	True	True	☐
Controlling High Blood Pressure (cbp)	True	True	☐
Persistence of Beta-Blocker Treatment After a Heart Attack (pbh)	True	True	☐

Step 3 Click **OK** on the pop-up box that appears.


Windows Internet Explorer
This will clear all of the data in the selected measures. This action is not reversible. Are you sure?
OK
Cancel

Step 4 Navigate back to the Audit Review Table.

Step 5 Click **Save Changes**. You can now apply the plan lock.

Appendix A—Domains and Measures

Domains and Measures

Domain 1—Effectiveness of Care

Prevention and Screening

- Adult BMI Assessment
- Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents
- Childhood Immunization Status
- Lead Screening in Children
- Breast Cancer Screening
- Cervical Cancer Screening
- Colorectal Cancer Screening
- Chlamydia Screening in Women
- Glaucoma Screening in Older Adults
- Care for Older Adults

Respiratory Conditions

- Appropriate Testing for Children With Pharyngitis
- Appropriate Treatment for Children With Upper Respiratory Infection
- Avoidance of Antibiotic Treatment in Adults With Acute Bronchitis
- Use of Spirometry Testing in the Assessment and Diagnosis of COPD
- Pharmacotherapy Management of COPD Exacerbation
- Use of Appropriate Medications for People With Asthma

Cardiovascular Conditions

- Cholesterol Management for Patients With Cardiovascular Conditions
- Controlling High Blood Pressure
- Persistence of Beta-Blocker Treatment After a Heart Attack

Diabetes

- Comprehensive Diabetes Care

Musculoskeletal

- Disease Modifying Anti-Rheumatic Drug Therapy for Rheumatoid Arthritis
- Osteoporosis Management in Women Who Had a Fracture
- Use of Imaging Studies for Low Back Pain

Behavioral Health

- Antidepressant Medication Management
- Follow-Up Care for Children Prescribed ADHD Medication
- Follow-Up After Hospitalization for Mental Illness

Medication Management

- Annual Monitoring for Patients on Persistent Medications
- Medication Reconciliation Post-Discharge
- Potentially Harmful Drug-Disease Interactions in the Elderly
- Use of High-Risk Medications in the Elderly

Domain 2—Access/Availability of Care

- Adults' Access to Preventive/Ambulatory Health Services
- Children and Adolescents' Access to Primary Care Practitioners
- Annual Dental Visit
- Initiation and Engagement of Alcohol and Other Drug Dependence Treatment
- Prenatal and Postpartum Care
- Call Answer Timeliness
- Call Abandonment

Domain 3—Health Plan Stability

- Total Membership

Domain 4—Use of Services

- Frequency of Ongoing Prenatal Care
- Well-Child Visits in the First 15 Months of Life
- Well-Child Visits in the 3rd, 4th, 5th and 6th Years of Life
- Adolescent Well-Care Visits
- Frequency of Selected Procedures
- Ambulatory Care
- Inpatient Utilization—General Hospital/Acute Care
- Mental Health Utilization
- Antibiotic Utilization
- Plan All-Cause Readmissions

Domain 5—Cost of Care

- Relative Resource Use for People With Diabetes
- Relative Resource Use for People With Asthma
- Relative Resource Use for People With Acute Low Back Pain
- Relative Resource Use for People With Cardiovascular Conditions
- Relative Resource Use for People With Uncomplicated Hypertension
- Relative Resource Use for People With COPD

Domain 6—Health Plan Descriptive Information

- Board Certification
- Enrollment by Product Line—Total Medicaid
- Enrollment by Product Line—Medicaid/Medicare Dual Eligibles
- Enrollment by Product Line—Medicaid/Disabled
- Enrollment by Product Line—Medicaid/Other Low Income
- Enrollment by State
- Language Diversity of Membership
- Race/Ethnicity Diversity of Membership
- Weeks of Pregnancy at Time of Enrollment in the MCO

Appendix B

Member Months Tables

The table below shows Consolidated Member Months Tables used for each Use of Services measure.

ID	Measure Name	Consolidated (Medical)
FSP	Frequency of Selected Procedures	✓
IPU	Inpatient Utilization—General Hospital/Acute Care	✓
AMB	Ambulatory Care	✓